



ISO/IEC 20000 FOUNDATION CERTIFICATION COURSE

Certificate: ISO/IEC 20000 Foundation | Duration: 3 days | Course Delivery: Classroom, Courseware Licensing

Credits: 22 PMI PDUs | *subject to external change*

OWLPOINT TRAINING

OwlPoint in partnership with ITSM Academy provides a series of comprehensive IT Service Management education services.

SERVICE CATALOG

Our robust Service Catalog includes all levels of IT Infrastructure Library™ (ITIL®), ISO/IEC 20000, Microsoft Operations Framework (MOF) and Process Design (CPDE) Certification Courses, as well as Workshops, Simulations, and eLearning including; **Apollo 13 an ITSM Simulation**, **Visible Ops** and **CobIT**.

ACCREDITATIONS

All of our Certification Courseware is developed in-house and accredited by independent, international organizations.

PMI PDUs

As a Project Management Institute (PMI®) R.E.P., our courses earn Professional Development Units (PDUs).

ABOUT OWLPOINT

OwlPoint, is an IT Management Consulting firm focused on Strategy, Governance and Operations services with specialties in the areas of Green IT, IT Service Management and ITIL.

Training Delivered in our Classrooms... or yours

- ▶ Both internal and external IT service providers are challenged more than ever to provide high quality IT services through effective and efficient IT Service Management (ITSM) processes. In 2005 ISO/IEC 20000 (also referred to as ISO 20000 and ISO 20K) was officially declared the international standard for ITSM.

The ISO/IEC 20000 Certificate, which is issued to organizations, not individuals, confirms the organization has demonstrated sufficient evidence of a quality ITSM Program. For organizations not immediately seeking ISO/IEC 20000 certification, the training provides an international standard of best practices against which to benchmark your current ITSM and Service Quality Management programs. Some of the biggest challenges faced when implementing Service Management are:

- ▶ Obtaining the attention and commitment of senior management
- ▶ Ensuring acceptance and adoption of managed change

These hurdles may be overcome more quickly by using this standard to benchmark delivering managed services, measure service levels and assess performance.

For companies seeking ISO/IEC 20000 Certification as a competitive advantage, this Foundation training helps accelerate the audit process by partially meeting the ISO Standard's "Competency, Awareness and Training" requirements.

CERTIFICATION:

Learners will be equipped to earn their ISO/IEC 20000 Foundation certification on the final day by achieving a passing score (65%) on a 60 minute, 40 question, multiple-choice exam. This is the first step in a multi-tiered scheme leading to either Senior ISO/IEC 20000 Consultant or Senior ISO/IEC 20000 Auditor certification.

PREREQUISITES:

- ▶ ITIL® Foundation certification is preferred

PROJECT MANAGEMENT INSTITUTE (PMI®) PROFESSIONAL DEVELOPMENT UNITS (PDUs):

OwlPoint in partnership with ITSM Academy is recognized by PMI® as a Global Registered Education Provider (R.E.P.). Project Management Professionals earn **22** PDUs upon course completion.

COURSE / STUDENT MATERIALS:

- ▶ Three (3) days of Instructor Led Education
- ▶ Learner Manual (excellent post-class reference)
- ▶ *ISO/IEC 20000: A Pocket Guide* (ISBN 9077212795)
- ▶ Sample examination and exam taking techniques
- ▶ In-class examination

AUDIENCE:

IT staff of internal and/or external IT service providers with an interest in Service Quality Management (SQM) and ISO/IEC 20000. For organizations considering outsourcing, this class provides insight into what can / should be expected of their service providers. The combination of IT Infrastructure Library™ (ITIL®) Foundation and the ISO/IEC 20000 Foundation certificate provides a firm basis for professionals working in, or toward, an ISO/IEC 20000 certified organization.

ITIL® is a registered trademark of the Office of Government Commerce





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INSTRUCTORS:

Our instructors have successful track records as IT professionals and bring that acumen into the classroom. Utilizing the highest quality content, our trainers blend their real life experiences into lively classroom discussion. Trainers for this course are ISO/IEC 20000 Certified and have successfully completed the ISO/IEC 2000 Train-the-Trainer Program.

DELIVERY METHODS:

- ▶ Public Classroom
- ▶ Corporate Classroom
- ▶ Courseware Licensing

COURSE LOGISTICS:

- ▶ Maximum Learners per Instructor is 20
- ▶ Total Contact Hours is 18
- ▶ Traditional Classroom or U-shaped Seating Arrangement
- ▶ Whiteboard, Flipchart, Projector

