ITIL® and ISO 20000 Foundation: Certifications

Hands-on course of 5 days - 35h
Ref.: SOF - Price 2024: €3 890 (excl. taxes)

TEACHING METHODS

A case study will allow the participant to analyze the IS service management application and identify areas for performance improvement.

CERTIFICATION

Taking the two certification exams "ITIL® Foundation" and "ISO/IEC 20000 Foundation": 40 multiple-choice questions for each exam (1 point per question) to be completed in 60 minutes. Certification is attained if the candidate gets at least 26 answers correct (65%).

THE PROGRAMME

last updated: 01/2018

1) ITIL® v3 referential presentation.
- Origins of the referential. ITIL® approach and philosophy. Main concepts.
- IT services and services strategy definition.
- IT governance. Introducing the management service and its life cycle.

2) The five modules of ITIL® v3
- Strategy strategy.
- Service Design.
- Service Transition.
- Service Operation.
- Continual Service Improvement.

3) The services management process
- The service management control process.
- The resolution process.
- The processes of service delivery.
- Relations management process.
Exercise : Case studies presentation : defining the importance of IT Service Management.

4) ISO / IEC 20000 basic introduction
- Comparison between ISO / IEC 20000 and ITIL® v3. Basic principles and elements ISO / IEC 20000.
- Aligning Business / IT. The ISO / IEC 20000 for organizations.
- Implementation risks.

5) ISO / IEC 20000 scope and use
- ISO / IEC 20000 scope and structure Part - 1.
- ISO / IEC 20000 scope and structure Part - 2.
- Main differences between ISO / IEC 20000 Part - 1 and ISO / IEC 20000 Part - 2.
- ISO / IEC 20000 scope and structure Part - 3.
Exercise : Presenting concrete examples to clearly define the perimeters of each party ISO / IEC 20000.

6) ISO / IEC 20000 Global Management System
- ISO / IEC 20000 terms and définitions.

- How to use the 4 P.
- The service management system.
- Planning and implementation of service management.
- The design and transition of new or changed services.
Exercise : Overall presentation of the different phases of the IT service management.

7) ISO / IEC 20000 scope and applicability
- The organization.
- Corporate governance and its relationship with IT.
- IT service management.
- Exam preparation.
Hands-on work : Certification exam.

DATES

REMOTE CLASS
2025 : 20 Jan, 02 Jun, 08 Sep, 17
Nov