

# ISO/IEC 20000

## Foundation Certificate Course

**This course provides participants with extended theoretical and practical knowledge of ISO/IEC 20000, the worldwide standard specifically aimed at IT Service Management. It describes an integrated set of management processes for the effective delivery of services to the business and its customers.**

ISO/IEC 20000 is aligned with and complementary to the process approach defined within ITIL®. ISO/IEC 20000 provides the only formal method to prove that an organisation's processes are "ITIL compliant", through formal, independent audit by registered certification organisations.

ISO/IEC 20000 comprises of two distinct documents: a specification for a service management system, and a code of practice. Together, these form a top-down framework to define the features of service management processes that are essential for the delivery of high quality services. This course covers content from both parts of the standard and prepares participants for the official ISO/IEC 20000 Foundation Exam



A Member of  
The ALC Group

**Kuala Lumpur**

**[www.alctraining.com.my](http://www.alctraining.com.my)**

# ISO/IEC 20000

## Foundation Certificate Course

This course provides participants with extended theoretical and practical knowledge of ISO/IEC 20000, the worldwide standard specifically aimed at IT Service Management. It describes an integrated set of management processes for the effective delivery of services to the business and its customers.

ISO/IEC 20000 is aligned with and complementary to the process approach defined within ITIL®. ISO/IEC 20000 provides the only formal method to prove that an organisation's processes are "ITIL compliant", through formal, independent audit by registered certification organisations.

### Who Should Attend?

#### **Organisations:**

The target audience includes both internal and external service providers, even if such an organisation is not (yet) certified or not planning to be certified. In addition, customers considering requesting their service providers to become ISO/IEC 20000 certified can get an insight into what can be expected of their service providers.

#### **Candidates:**

Any staff who have a role in delivering or managing IT services. The course is particularly suitable for staff who are involved in process development and improvement and may be helping their organisation improve service outcomes or prepare for ISO/IEC 20000 certification. The ISO/IEC 20000 Foundation Certificate is a prerequisite for the other qualifications within the EXIN ISO20000 qualifications.

### All course participants will receive a copy of the text book "ISO/IEC 20000: An Introduction"

At the end of this course you will be able to understand and describe:

- the definition and principles of quality management in relation to IT service management
- the position of ISO/IEC 20000 in relation to IT service management
- the quality specifications for IT service management (ISO/IEC 20000, Part 1)
- the code of practice for IT service management (ISO/IEC 20000, Part 2)

The following benefits can be realised when an organisation aligns with the ISO/IEC 20000 standard.

- Alignment of information technology services and business strategy.

### Learning Method

This course is conducted as a 3-day instructor-led workshop and includes a combination of lectures and exercises. All the exercises are designed to relate the course material to 'real organisations' and will draw on the experience and knowledge of the participants. Some evening self-study is required to pass the exam.

### Prerequisite

There are no formal pre-requisites for this course. However, some previous IT service management training and/or experience is necessary for students to gain the full value of the course.

- ITIL (v2 or v3) Foundation Certificate (or higher) will assist the candidate greatly
- Work experience in IT service management is assumed
- Pre-reading the ISO/IEC 20000 standard will also assist the candidate

### Examination Format

This course will prepare you to take and pass the ISO/IEC 20000 Foundation Certificate exam. The examination is of one-hour duration and consists of 40 multi-choice questions, taken on the last afternoon of the course.

- Creation of a formal framework for current service improvement projects
- Provides a benchmark type comparison with best practices
- Creates competitive advantage via the promotion of consistent and cost-effective services.
- By requiring ownership and responsibility at all levels, it creates a progressive ethos and culture.
- Reduction of risk and thus cost in terms of external service receipt
- Enhanced reputation and perception
- Fundamental shift to pro-active rather than re-active processes
- Improved relationship between different departments via better definition and more clarity in terms of responsibility and goals.

# ISO/IEC 20000

## Foundation Certificate Course

*The course will cover the following topics:*

### 1 Definitions and Principles of Service Quality Management

- Quality
- Services and IT Service Management
- Processes and the Process Approach
- Continual Improvement

### 2 Introduction to ISO/IEC 20000

- History and Purpose
- Structure
- Terms and Definitions

### 3 Management and Improvement of ITSM

- Requirements for a Management System
- Planning and Implementing Service Management

### 4 Control of IT Services

- Planning and Implementing New or Changed Services
- Configuration Management
- Change Management
- Release Management

### 5 Alignment of IT and the business

- Business Relationship Management
- Service Level Management
- Service Reporting
- Supplier Management
- Budgeting and Accounting for IT Services

### 6 Delivery of IT Services

- Service Continuity & Availability Management
- Capacity Management
- Information Security Management

### Sample Exam Paper

### 7 Support of IT Services

- Incident Management
- Problem Management

### 8 Position of ISO/IEC 20000 in IT Service Management

- Relationship with other Standards and Frameworks
- Audits and Assessments
- Certification Practices

### Revision

### Exam (1 hour)

#### In House Training

This course is available for private presentation, either on your own premises or 'off-site'. There are many advantages to in-house training. Please contact ALC for a quotation and to discuss your requirements.

#### Course Presenter

Our presenters are chosen for outstanding knowledge of their subject, experience in the field, and ability to educate effectively. Please contact us if you would like a biography of the trainer for your specific course.

# The Complete ITIL Education Program

ALC offers a complete training program in ITIL at all levels – Foundation, Intermediate and Manager/Expert. Our courses are taught by leading practitioners with extensive “real world” experience. You don't get just the theory.

## ITIL V3 Foundation

This 3-day 'flagship' course is the ideal starting point for anyone interested in ITIL. It provides a comprehensive insight into all ITIL processes and leads to the Foundation Certificate in IT Service Management.

## ITIL V3 Foundation Bridging

One-day course provides a solid understanding of ITIL V3, where it differs from ITIL V2, and more importantly what ITIL V3 has to offer your organisation. The course prepares you for the Foundation Bridging Exam.

## ITIL V3 Lifecycle

The ITIL Service Lifecycle series replaces the previous Service Support and Service Delivery modules with 5 new modules, each building on the work of the other:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

## ITIL V3 Capability

The Capability certificate courses are the V3 counterpart to the previous Practitioner certificates and provide a powerful way for ITIL Professionals to advance their knowledge and take the next step. There are four certifications:

- Operational Support & Analysis
- Service Offerings & Agreements
- Release, Control & Validation
- Planning, Protection & Optimisation

## ITIL V3 Service Manager Bridging

Five-day course provides a solid understanding of ITIL V3 and where it differs from ITIL V2. The course prepares you for the Manager's Bridging Exam. Take this in conjunction with the V2 Service Manager and fastrack to ITIL Expert status.

For more information please contact ALC [learn@alctraining.com.my](mailto:learn@alctraining.com.my)

## HOW TO REGISTER

-  Register Online  
[www.alctraining.com.my](http://www.alctraining.com.my)
-  Send your details by email  
[learn@alctraining.com.my](mailto:learn@alctraining.com.my)
-  Fax the Enrolment Form below to:  
**Fax: (03) 2178 4118**
-  Any queries please call Customer Service  
**Tel: (03) 2161 9900**
-  Post the completed Enrolment Form to:  
**ALC Training Sdn Bhd**  
 Suite 34.02A, Level 34 Menara Citibank,  
 165 Jalan Ampang, 50450 Kuala Lumpur

## COURSE DETAILS

**FEES:** (per delegate) **RM**  
 ISO/IEC 20000 (Course + Exam) **3900**

**VENUE:** The course will be held at a high quality centrally-located hotel. Full details will be on your confirmation letter and can also be found on our website.

**COURSE INFORMATION:** The course is held from 9.00am to 5.00pm with registration from 8.30am on the first day. Upon enrolment you will be sent a confirmation letter giving full details.

**TERMS:** The course is of limited class size. To ensure admission, fees must be paid in advance or else an official Purchase Order Number must be supplied. Fees include tuition, lunch, coffee breaks and all course materials. An invoice will be forwarded to you upon receipt of enrolment.

**CANCELLATIONS:** Cancellations will be accepted up to 10 working days before the course. After that time no refunds can be given but substitutions can be sent at any time.

**Team Discounts**  
 10% discount for 2 or 3 delegates.  
 Please call for larger groups.

## ENROLMENT FORM - ISO/IEC 20000



A Member of The ALC Group

ALC Training Sdn Bhd is a member of the ALC Group ([www.alc-group.com](http://www.alc-group.com)), providing leading-edge training in IT and management for business and government in Australia, Hong Kong, Indonesia, Malaysia, New Zealand and Singapore. ALC has no affiliation with vendors of software or hardware and provides completely independent unbiased training.

	NAME	POSITION	CITY / DATE
1	Mr/Mrs/Miss/Ms		
	Email	Mobile	
2	Mr/Mrs/Miss/Ms		
	Email	Mobile	

TRACK CODE: A B C D R

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

1.  Cheque payable to *ALC Training Sdn Bhd*      2.  Purchase Order No.: \_\_\_\_\_

<b>Person Making Booking:</b>	Mr/Mrs/Miss/Ms	<b>Send Invoice To:</b>	Mr/Mrs/Miss/Ms
	Position		Position
	Email		Email