

## ISO/IEC 20000 Practitioners

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### Course Summary

#### Description

This interactive workshop, leading to the ISO/IEC 20000 Practitioners examination is aimed at practicing IT practitioners who assist organizations to prepare for or retain ISO/IEC 20000 certification. The purpose of the Practitioner qualification is to ensure that the candidate has sufficient understanding of ISO/IEC 20000 and its application to be able to analyze and apply their knowledge to a range of activities that would support organizations in achieving and retaining ISO/IEC 20000 certification.

The course covers the interpretation and application of the ISO/IEC 20000 standard and enables practitioners to develop the Service Management capability of an organization and assess its readiness for certification within the ISO/IEC 20000 certification scheme.

Internal auditors involved in preparing an organization for ISO/IEC 20000 certification might find this course more appropriate than the APMG ISO/IEC 20000 Auditor course. An exam will be conducted at the end of the training.

#### Objective

Candidates should understand and be able to analyse and apply the content of ISO/IEC 20000 within currently certified organizations, or organizations wishing to implement an SMS in preparation for initial certification. At the end of the course, participants will be able to:

- Understand the purpose, use and application of Parts 1, 2 and 3 of the standard.
- Assist and advise organizations in the achievement of conformance to ISO/IEC 20000 and certification.
- Understand, explain and advise on issues regarding applicability, eligibility and scoping.
- Understand and explain the relationship between ISO/IEC 20000 and ITSM best practices in common use and related standards.
- Explain and apply the requirements of Part 1.
- Advise and assist in ISO/IEC 20000 certification readiness assessments.
- Produce a gap analysis supported by an improvement and implementation plan.
- Understand, create and apply a service management plan.
- Assist and advise organizations on the implementation of continual improvement processes.
- Prepare organizations for an ISO/IEC 20000 certification audit using the regulations of the APMG Certification Scheme.

#### Topics

- Introduction
- Overview of ISO/IEC 20000
- Overall Management Requirements
- Group Assignment 1
- Service Delivery Processes
- Multiple-Choice Sample Paper 1
- Review Paper 1
- Review Paper 2
- Relationship Processes
- Resolution Processes
- Control Processes – Configuration Management
- Control Processes – Change Management
- Release Process
- Planning and implementation
- Review Paper 2

## SO/IEC 20000 Practitioners

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### Course Summary (cont.)

- Scoping and Eligibility: Group Assignment 2
- Mock Examination (Written)
- Mock Examination Review
- Course Summary and Evaluation
- Examination

### Prerequisites

Participants attending the course are required to have a fundamental knowledge of IT service management principles and processes. The basic ITSM knowledge required is exemplified by either an ITIL Service Management Foundation certificate or an approved ISO/IEC 20000 Foundation certificate, possession of one of which is mandatory for attending this course.

### Duration

Three Days