



# ISO/IEC 20000 Foundation Certification & Apollo 13



## FUNDAMENTALS OF ISO/IEC 20000 CERTIFICATIONS

### Course Objective

The 3-day ISO/IEC 20000 Foundation & Apollo 13 Simulation certification training course fully prepares every participant for EXIN's "ISO/IEC 20000 Foundation" certification examination.

The IT industry is challenged more than ever to provide high quality IT services and have adequate service management processes in place. The ISO/IEC 20000 certificate provides the required evidence that the IT service provider has an effective and reliable Service Quality Management system in place which has been audited against international best practices in IT Service Management. The ISO/IEC 20000 training course will accelerate the process of IT service providers who are seeking this certification level.

#### The Apollo 13 Simulation:

- Addresses all the ITIL processes in an ISO/IEC 20000 context
- Uses the whole lifecycle of a service within the learning process
- Utilizes a balanced set of performance indicators for service delivery
- Employs Balanced Score Cards and Service Level reporting at the end of each round
- Illustrates the audit and compliance aspects of the ITIL processes
- Offers the impact of a "Real-World" situation to be solved by demonstrating the dynamic nature of priorities relative to changes in the current situation
- Adds realism due to auditing pressure

### Prerequisites

N/A

### Target Audience

Professionals working for both internal or external IT Service Providers who play a role or have an interest in improving Service Quality Management even if such organization is not (yet) certified for ISO/IEC 20000

### Our Instructors

All instructors of InterProm USA are ITIL Service Manager certified. Instructors of this training course are also ISO/IEC 20000 certified consultants.

### Duration and Location

This 3-day onsite certification training course allows for addressing ISO/IEC 20000 implementation aspects. Please contact us for more details.

### EXIN Certification Examination

- Concurrent with the class, A 1-hour **written** multiple-choice exam, proctored by EXIN

### Curriculum

#### Participant will learn:

**Understand the importance of Quality in IT Service Management**

- Fundamentals of quality management systems
- The scope of ISO/IEC 20000
- ISO/IEC 20000 terminology and definitions

**The Quality Specifications for IT Service Management**

- Requirements for a management system
- Requirements for planning & implementing Service Management
- Requirements for planning & implementing new or changed services
- Requirements for the Service Delivery processes
- Requirements for the Relationship processes
- Requirements for the Resolution processes
- Requirements for the Control processes
- Requirements for the Release Management process

**The code of practice for IT Service Management**

- Best practices for a management system
- Best practices for planning and implementing Service Management and new or changed services
- Best practices for every ISO/IEC 20000 process

### Course Schedule and Fees

- **Onsite Course Fees:** Please contact us for a competitive fixed-price quote.

### Price includes

- Hardcopy of the "ISO/IEC 20000 an Introduction" book
- Full color copies of the training material
- A list of ITIL Terminology related to ITIL Processes
- A thorough examination preparation with and multiple practical hints and tips.

### Why InterProm USA?

- We use our own accredited course materials and our own accredited instructors who also possess hands-on ISO/IEC 20000 implementation experience as well as 15 years of ITIL implementation experience.