



# ISO/IEC 20000 M&I + Bridge Certification



## FAST-TRACK TO ISO/IEC 20000 SERVICE MANAGER / CONSULTANT

### Course Objective

The 2.5-day ISO/IEC 20000 Professional Management and Improvement (M&I) of ITSM Processes plus Bridge certification training course fully prepares every participant for both EXIN's "ISO/IEC 20000 Professional Management and Improvement of ITSM Processes" and EXIN's "ISO/IEC 20000 Foundation Bridge" certification examinations.

This combined ISO/IEC 20000 Professional and Bridge certification training course provides IT professionals a fast-track to become an ISO/IEC 20000 Service Manager / Consultant.

### Prerequisites

Participants need to possess at least one of the following certificates:

- ITIL® v2 or v3 Foundation Certificate
- ITIL® v2 Practitioner Cluster Certificate
- ITIL® v3 Intermediate Capability Certificate
- ITIL® v2 Service Manager Certificate
- ITIL® v3 Expert Certificate

ITIL v2 Service Managers and ITIL v3 Experts who pass for both the Bridge and the M&I exams will automatically become an ISO/IEC 20000 Service Manager / Consultant!

### Target Audience

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

### Our Instructors

- All instructors of InterProm USA are ITIL Service Manager certified and are also ISO/IEC 20000 certified consultants.
- We use our own accredited course materials and our own accredited instructors who also possess hands-on ISO/IEC 20000 implementation experience

### Duration and Location

- The training course and the EXIN certification examinations are conducted at our training facilities or onsite at your own facilities. Please visit our website for details.

### EXIN Certification Examination

- A 0.5-hour and a 1.5-hour **written** multiple-choice exam that is being administered through EXIN
- Examination is conducted concurrently with the training course

### Curriculum

#### Participant will learn:

#### ISO/IEC 20000 and ITSM

#### ISO/IEC 20000 specifications and codes of practice

#### Align IT Service Management to changes in the Business

- Adapt the Management System to support the business
- Identify and manage risks

#### Maintain the Management System

- Outline the importance of effective communication
- Outline the importance of people in IT Service Management
- Apply documentation requirements

#### Apply the Continual Service Improvement Lifecycle

- Apply process theory and the PDCA cycle
- Apply continual improvement

#### Analyze compliance and efficiency

- Analyze process efficiency and compliance to standards
- Analyze the implementation of management control on the supplier chain
- Prepare for ISO/IEC 20000 certification

**Included are two practical assignments; when conducting this course onsite these assignments will be tailored to your own IT environment. This will allow for immediate implementable deliverables!**

### Course Schedule and Fees

- **Open Schedule Course Fees:** Please visit our website for the latest course schedule and competitive fees
- **Onsite Course Fees:** Please contact us for a competitive fixed-price quote.

### Price includes

- Copy of the "ISO/IEC 20000 An Introduction"
- Full color copies of the training material
- A thorough examination preparation with and multiple practical hints and tips.

### Why InterProm USA?

- InterProm USA is an Accredited Training Provider and uses its own ITIL and ISO/IEC 20000 accredited instructors who possess more than 17 years of ITSM implementation experience