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## **ISO/IEC 20000 Foundation Training**

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## ISO/IEC 20000 Foundation Training

### Overview

- Introduction to IT Service Management (ITSM) based on ISO/IEC 20000 international standard
  - Understanding the requirements and structure of ISO/IEC 20000 Service Management System (SMS)
  - Learning best practices for delivering quality IT services aligned with business needs
  - Understanding IT service governance, processes, and continual improvement concepts
  - Introduction to service management policies, procedures, and operational controls
  - Understanding the relationship between ISO 20000, ITIL, and other governance frameworks
  - Developing knowledge in service delivery, incident management, change management, and service continuity
  - Preparation for ISO/IEC 20000 Foundation certification examination
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### Training Objectives

By the end of this training, participants will be able to:

- Understand the principles and concepts of IT Service Management (ITSM)
- Explain the purpose and benefits of ISO/IEC 20000
- Understand the structure and requirements of ISO/IEC 20000
- Identify the components of a Service Management System (SMS)
- Understand service management processes and operational controls
- Explain incident, problem, change, and service request management processes
- Understand service level management and customer relationship management
- Learn continual improvement concepts within IT service management

- Understand compliance, governance, and audit requirements related to ISO 20000
  - Understand the relationship between ISO 20000 and ITIL practices
  - Improve service quality, efficiency, and customer satisfaction
  - Prepare for the ISO/IEC 20000 Foundation certification examination
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## **Training Outline**

### **Module 1: Introduction to ISO/IEC 20000**

- What is ISO/IEC 20000?
  - Evolution of IT Service Management standards
  - Benefits of ISO/IEC 20000 implementation
  - Overview of Service Management System (SMS)
  - Relationship between ISO 20000 and ITIL
  - Key terminology and concepts
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### **Module 2: IT Service Management Principles**

- ITSM concepts and best practices
  - Service lifecycle concepts
  - Business alignment and customer focus
  - Governance and leadership in ITSM
  - Roles and responsibilities
  - Process-based service management approach
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### **Module 3: ISO/IEC 20000 Requirements and Structure**

- Structure of ISO/IEC 20000 standard
- Context of the organization
- Leadership and commitment

- Planning and risk management
  - Support and resource management
  - Operation requirements
  - Performance evaluation
  - Continual improvement
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#### **Module 4: Service Management System (SMS)**

- Establishing the SMS
  - Service management policies and objectives
  - Documentation requirements
  - Process integration and governance
  - Resource management
  - Competence and awareness
  - Communication and control mechanisms
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#### **Module 5: Service Delivery Processes**

- Service level management
  - Service reporting
  - Capacity management
  - Availability management
  - Service continuity management
  - Information security management
  - Budgeting and accounting for services
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## **Module 6: Relationship and Resolution Processes**

### **Relationship Processes**

- Business relationship management
- Supplier management

### **Resolution Processes**

- Incident management
  - Service request management
  - Problem management
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## **Module 7: Control Processes**

- Change management
  - Configuration management
  - Release and deployment management
  - Asset management
  - Service validation and testing
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## **Module 8: Performance Evaluation and Improvement**

- Monitoring and measurement
  - Internal audits
  - Management reviews
  - Nonconformity and corrective actions
  - Continual service improvement
  - Performance metrics and KPIs
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## **Module 9: ISO 20000 Implementation and Practical Scenarios**

- Service management implementation approach
  - Gap analysis concepts
  - Risk and compliance considerations
  - Audit preparation activities
  - Real-world service management scenarios
  - Common implementation challenges and best practices
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## **Module 10: Certification Preparation**

- ISO/IEC 20000 Foundation exam structure
- Exam domains and concepts review
- Sample exam questions
- Practice assessments
- Exam preparation tips and techniques