

Hands-on course , 5  
day(s)  
Ref : SOF

## Participants

Anyone wishing to have a global vision of good IT management practices and prescriptive framework provided by ISO / IEC 20000 and ITIL®, or to obtain certification.

## Pre-requisites

A good understanding of IT is desirable. Able to read English (training material and discussion on ISO / IEC 20000 Part are in English).

## Next sessions

# ITIL and ISO 20000 Foundation, certifications

## OBJECTIVES

*This course identifies the principles of service management based on ITIL and ISO / IEC 20000. It also presents the roles, processes and components of key areas of IT service management, as well as specifications and code of practice for the 2011 edition of ISO / IEC 20000 standard.*

- 1) ITIL® v3 referential presentation.
- 2) The five modules of ITIL® v3
- 3) The services management process
- 4) ISO / IEC 20000 basic introduction

- 5) ISO / IEC 20000 scope and use
- 6) ISO / IEC 20000 Global Management System
- 7) ISO / IEC 20000 scope and applicability

## Certification

*Passing two certification exams "ITIL® Foundation" and "ISO / IEC 20000 Foundation" MCQ 40 questions for each exam (1 point each) to achieve in 60 minutes. Certification is obtained if the candidate obtains at least 26 correct answers (65%).*

## 1) ITIL® v3 referential presentation.

- Origins of the referential. ITIL® approach and philosophy. Main concepts.
- IT services and services strategy definition.
- IT governance. Introducing the management service and its life cycle.

## 2) The five modules of ITIL® v3

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

## 3) The services management process

- The service management control process.
- The resolution process.
- The processes of service delivery.
- Relations management process.

### Exercise

*Case studies presentation : defining the importance of IT Service Management.*

## 4) ISO / IEC 20000 basic introduction

- Comparison between ISO / IEC 20000 and ITIL® v3. Basic principles and elements ISO / IEC 20000.
- Aligning Business / IT. The ISO / IEC 20000 for organizations.
- Implementation risks.

## 5) ISO / IEC 20000 scope and use

- ISO / IEC 20000 scope and structure Part - 1.
- ISO / IEC 20000 scope and structure Part - 2.
- Main differences between ISO / IEC 20000 Part - 1 and ISO / IEC 20000 Part - 2.
- ISO / IEC 20000 scope and structure Part - 3.

### Exercise

*Presenting concrete examples to clearly define the perimeters of each party ISO / IEC 20000.*

## 6) ISO / IEC 20000 Global Management System

- ISO / IEC 20000 terms and definitions.
- How to use the 4 P.
- The service management system.
- Planning and implementation of service management.
- The design and transition of new or changed services.

### Exercise

*Overall presentation of the different phases of the IT service management.*

## 7) ISO / IEC 20000 scope and applicability

- The organization.
- Corporate governance and its relationship with IT.
- IT service management.

- Exam preparation.

**Workshop**

*Certification exam.*