

ISO/IEC 20000 Foundation

APMG Accredited Course

IT SERVICE MANAGEMENT TRAINING

ACQUIRE THE FUNDAMENTAL KNOWLEDGE ABOUT THE CONTENT AND THE HIGH-LEVEL REQUIREMENTS OF THE ISO/IEC 20000

About this course

This three-day, APMG ISO/IEC 20000 Foundation course, allows participants to acquire the fundamental knowledge about the content and high level requirements of the ISO/IEC 20000 standard, and understands at a foundation level how the standard operates in a typical service provider organization.

Possession of the Foundation Certificate is also one of the pre-requisites for the Practitioner qualification.

Who should participate?

This course is aimed at those who are:

- Working within a service provider organization that requires a basic understanding of the standard
- Working within an organization with an Service Management System (SMS), whether the organization is already certified or is considering certification to ISO/IEC 20000.
- Preparing for the APMG ISO/IEC 20000 Practitioner qualification

Learning Objectives

At the end of the course the participant should understand:

- The scope and purpose of ISO/IEC 27001 and how it can be used
- The scope and purpose of Parts 1, 2, 3 and 5 of ISO/IEC 20000 and how these can be used
- The key terms and definitions used
- The fundamental requirements for an SMS and the need for continual improvement
- The processes, their objectives and high level requirements
- Applicability and scope definition requirements
- The purpose of internal and external audits, their operation and the associated terminology
- The operation of the APMG certification scheme
- The relationship with best practices, ITIL®, and related standards, ISO 9001 and ISO/IEC 27001.

Master the fundamental concepts of ISO/IEC 20000

- Understand the fundamental concepts and requirements of an SMS based on ISO/IEC 20000
- Understand the scope and purpose of Parts 1, 2, e and 5, main key terms and definitions, requirements and processes of ISO/IEC 20000
- Understand the terminology, operation and purpose of internal audits and external certification audits
- Certify your skills and be worldwide recognized with an official APMG ISO/IEC 20000 Foundation certification

ISO/IEC 20000 Foundation

APMG Accredited Course

IT SERVICE MANAGEMENT TRAINING

ACQUIRE THE FUNDAMENTAL KNOWLEDGE ABOUT THE CONTENT AND THE HIGH-LEVEL REQUIREMENTS OF THE ISO/IEC 20000

Course Details

- Module 1: Introduction, background and related schemes
- Module 2: Scope, usage, terms, definitions
- Module 3: Overall service management system (SMS)
- Module 4: ISO/IEC 20000 service management processes
- Module 5: Certification, applicability and scope
- Module 6: Achieving and maintaining ISO/IEC 20000-1 certification
- Module 7: Mock exam and review
- Exam - APMG, ISO/IEC 20000 Foundation



Prerequisites...

There are no pre-requisites for this course.

Exam

- The "ISO/IEC 20000 Foundation" exam fulfills the requirements of the certification scheme of APMG, ISO/IEC 20000 Foundation, and the knowledge and skills necessary for the Foundation level are according to the following areas of ISO/IEC 20000 Foundation Syllabus:
 - OV - Overview of ISO/IEC 20000 and related best practices, standards and schemes
 - MS - Service management system general requirements
 - DR - Service delivery and relationship processes
 - CO - Design and transition of new or changed services, control and resolution processes
 - AC - Achieving ISO/IEC 20000 certification
- The exam consists of 40 multiple-choice questions which cover all 5 areas of the ISO/IEC 20000 Foundation syllabus. Each question is worth 1 point.
- Styles of question: selection of the correct answer from a choice of 4 options
- Exam duration: 1 hour
- Pass mark: 65% (26/40)

How do we do it?

- Presentation of the subjects, content and group discussions;
- Mock/Simulation exam as preparation for the completion of the certification exam
- To benefit from the practical exercises, the number of training participants is limited

What do you achieve?

- The fundamental competencies and knowledge skills needed by the market
- An overall understanding of the ISO/IEC 20000 standard and its requirements
- Ability to support an organization in managing an Service Management System as specified in ISO/IEC 20000

APMG-International

Accrediting Professionals



Contact us for more information >>>

BEHAVIOUR GROUP
+351 212 103 732
training@behaviour-group.com
www.behaviour-group.com

ISO/IEC 20000 Foundation

APMG Accredited Course

IT SERVICE MANAGEMENT TRAINING

ACQUIRE THE FUNDAMENTAL KNOWLEDGE ABOUT THE CONTENT AND THE HIGH-LEVEL REQUIREMENTS OF THE ISO/IEC 20000

General Information

- The official APMG, ISO/IEC 20000 Foundation Certification exam is included on the course price
- A student manual containing over 200 pages of will be distributed to participants
- An BEHAVIOUR®, accredited APMG ATO, official certificate will be issued to participants

Certification

- After successfully completing the exam, participants will be granted the qualification of APMG, ISO/IEC 20000 Foundation
- A certificate will be issued to participants who successfully passed the exam

Contact and Registration:

For more information contact us at:



PORTUGAL

+351 212 103 732

training@behaviour-group.com

www.behaviour-group.com

Or,

Visit our APMG courses at:

www.behaviour-group.com

*The ISO/IEC 20000 Foundation Qualification from APMG:
Fast track your knowledge of the standard and how to apply it in practice*

About ISO 20000

ISO/IEC 20000-1:2011 is a service management system (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. The requirements include the design, transition, delivery and improvement of services to fulfil agreed service requirements.

Copyright ISO.org



Contact us for more information ►►



BEHAVIOUR GROUP

+351 212 103 732

training@behaviour-group.com

www.behaviour-group.com

ISO/IEC 20000 Foundation

APMG Accredited Course

IT SERVICE MANAGEMENT TRAINING

ACQUIRE THE FUNDAMENTAL KNOWLEDGE ABOUT THE CONTENT AND THE HIGH-LEVEL REQUIREMENTS OF THE ISO/IEC 20000

What do you need to know about BEHAVIOUR®

- BEHAVIOUR® presents you one of the most complete and updated catalogs of courses and certifications in the most worldwide recognized **principles, best practices, methodologies, management systems and frameworks** of the market.
- Whether in **Europe, Africa, Latin America, or any other international location**, you can count on BEHAVIOUR® to form and certify your knowledge and skills, or knowledge and skills of professionals who work with your organization in the best and most recent methodologies, principles, concepts, practices, frameworks and standards available.
- Integrated into our QMS, **we work continuously to ensure the highest quality of our training and recognition of our certifications**, requiring our experienced specialists a wide range of skills and the most recognized international certifications.
- **We continually update the content of our training offer** to align it with the market needs and requirements of our clients.
- It is this continued commitment on quality that sets us apart in the market and allows us to **train and certify the best and the most recognized professionals**.
- Because our customers are the driving force of our organization and its professionals their added value, BEHAVIOUR® uses the best, the most recognized and current methodologies in the whole process of training and certification, preparing and certifying professionals of the largest and most reputable international organizations ... it is they who make the difference, and it is through them that we ensure the recognition of our brand, **BEHAVIOUR® brand**.

About APMG-International

- **APMG-International** is a leading Examination Institute.
- **APMG-International** accredits professional training and consulting organizations and manages certification schemes for knowledge-based workers.
- **APMG-International** portfolio of certifications includes the internationally recognized Best Management Practice schemes and a range of IT and general management certifications based on international standards and best practices.

About BEHAVIOUR

- **BEHAVIOUR** is an training and consulting group of companies specialized in service management and related leading best practices since 2005, and accredited by APMG-International as an official Authorised Training Organisation (ATO).
- **BEHAVIOUR** is an accredited company by DGERT (Portuguese Quality Training System) and ISO 9001:2008 certified.
- **BEHAVIOUR** is a training and certification company recognized by its partners and its peer's in Europe, USA, Canada, Latin America and Africa.



Contact us for more information >>>



BEHAVIOUR GROUP
+351 212 103 732
training@behaviour-group.com
www.behaviour-group.com