

# ISO/IEC 20000 Practitioner

APMG Accredited Course

## IT SERVICE MANAGEMENT TRAINING

### KNOW HOW TO APPLY SMS CONCEPTS TO ACHIEVE THE OBJECTIVES AND REQUIREMENTS OF ISO/IEC 20000-1

#### About this course

This three-day, APMG ISO/IEC 20000 Practitioner course, prepares the participants to achieve a sufficient understanding of ISO/IEC 20000 and its application to be able to analyse and apply their knowledge to a range of activities that would support organizations in conforming to the requirements of ISO/IEC 20000-1, and achieving and retaining ISO/IEC 20000 certification.

#### Who should participate?

This course is aimed at practitioners, managers and consultants involved in an SMS implementation and/or on-going activities based on ISO/IEC 20000.

#### Learning Objectives

At the end of the course the participant should understand:

- Understand the purpose, use and application of Parts 1, 2, 3 and 5 of the standard
- Assist and advise organizations in the achievement of conformance to ISO/IEC 20000-1 and certification
- Understand, explain and advise on issues regarding applicability and scope definition
- Understand and explain the relationship between ISO/IEC 20000 and ITSM best practices, ITIL®, and related standards, ISO 9001 and ISO/IEC 27001, and how this can be used to support the achievement of certification to ISO/IEC 20000
- Explain and apply the requirements of ISO/IEC 20000-1
- Explain the use of technology and tools to support the implementation and improvement of an SMS, the achievement of certification and the on-going demonstration of conformity to ISO/IEC 20000-1
- Advise and assist in ISO/IEC 20000 certification readiness assessments to evaluate an SMS against the requirements of ISO/IEC 20000-1
- Produce and assess a gap analysis supported by an improvement and implementation plan
- Understand, create, apply and evaluate a service management plan including the service management policy and objectives
- Understand, create, apply and evaluate processes, procedures, process specific plans and process specific policies required by ISO/IEC 20000-1
- Assist, advise and assess organizations on the implementation of continual improvement processes

### Master ISO/IEC 20000 and its application in a given organization

- Understand how to apply the SMS concepts to achieve the objectives and requirements of ISO/IEC 20000-1
- Understand how to use Parts 1, 2, 3 and 5 to support the planning, implementation, operation, measurement and improvement of an ISO/IEC 20000 SMS
- Assist and advise organizations in the achievement of conformance to ISO/IEC 20000-1 and certification
- Certify your skills and be worldwide recognized with an official APMG ISO/IEC 20000 Practitioner certification



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#### Course Details

- Module 1: Introduction and background to ISO/IEC 20000 and certification
- Module 2: The content, use and application of Part 1
- Module 3: Applicability and the definition of scope
- Module 4: ISO/IEC 20000 How can you use it and achieve it?
- Module 5: Mock exam and review
- Exam - APMG, ISO/IEC 20000 Practitioner



#### Prerequisites...

APMG ISO/IEC 20000 Foundation, or  
BCS APMG ISO/IEC 20000 Foundation,  
or ITIL® Foundation.

#### Exam

- The "ISO/IEC 20000 Practitioner" exam fulfills the requirements of the certification scheme of APMG, ISO/IEC 20000 Practitioner, and the knowledge and skills necessary for the Practitioner level are according to the following areas of ISO/IEC 20000 Practitioner 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
- This objective scenario-based exam contains four questions, each covering a different syllabus area or combination of syllabus areas. Each of the four questions contains 20 question lines, each of which attracts 1 mark, giving a total of 80 marks.
- Styles of question: There are five different types of questions: Classic Multiple Choice; Multiple Response; Matching; Assertion/Reason; and, Sequence Matching.
- Exam duration: 3 hours
- Pass mark: 50% (40/80)
- Exam type: Open Book (A copy of 'ISO/IEC 20000-1' is permitted).

#### 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 required 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*

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#### General Information

- The official APMG, ISO/IEC 20000 Practitioner 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 Practitioner
- A certificate will be issued to participants who successfully passed the exam

#### Contact and Registration:

For more information contact us at:



#### PORTUGAL

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www.behaviour-group.com

Or,

Visit our APMG courses at:

www.behaviour-group.com

*A **successful Practitioner** candidate should understand and be able to apply and analyse the content of ISO/IEC 20000 within currently certified organizations or those wishing to implement an SMS in preparation for initial certification.*

#### Benefits of the Certification Program

- Demonstrate that the certified professional holds defined competencies based on best practices
- Allows employing organizations to make an informed selection of employees or services based on competencies
- Provides incentives to the professional to constantly improve his/her skills and knowledge
- Serves as a tool for employers to ensure that training has been effective

***The ISO/IEC 20000 Practitioner Qualification from APMG:**  
Assesses your application of ISO/IEC 20000 knowledge to a range of activities that would support organizations in conforming to the requirements of ISO/IEC 20000-1, and achieving and retaining ISO/IEC 20000 certification.*

#### 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.*

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#### 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.