ISO/IEC 20000 for Practitioners

Certificate: APMG Certification
Duration: 3 days
Course ID: ISO1024CL
Course Delivery: Classroom

Course Description:
This interactive workshop, leading to the ISO/IEC 20000 Practitioner examination is aimed at practicing IT practitioners who assist organizations to prepare for or retain ISO/IEC 20000 certification. The purpose of the Practitioner qualification is to ensure that the candidate has 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 achieving and retaining ISO/IEC 20000 certification.

The course covers the interpretation and application of the ISO/IEC 20000 standard and enables practitioners to develop the Service Management capability of an organization and assess its readiness for certification within the ISO/IEC 20000 certification scheme.

Internal auditors involved in preparing an organization for ISO/IEC 20000 certification might find this course more appropriate than the APMG ISO/IEC 20000 Auditor course. An exam will be conducted at the end of the training.

Prerequisites:
Delegates attending the course are required to have a fundamental knowledge of IT service management principles and processes. The basic ITSM knowledge required is exemplified by either an ITIL® Service Management Foundation certificate or an approved ISO/IEC 20000 Foundation certificate, possession of one of which is mandatory for attending this course.

Learning Objectives:
Candidates should understand and be able to analyse and apply the content of ISO/IEC 20000 within currently certified organizations, or organizations wishing to implement an SMS in preparation for initial certification. At the end of the course, participants will be able to:

- Understand the purpose, use and application of Parts 1, 2 and 3 of the standard.
- Assist and advise organizations in the achievement of conformance to ISO/IEC 20000 and certification.
- Understand, explain and advise on issues regarding applicability, eligibility and scoping.
- Understand and explain the relationship between ISO/IEC 20000 and ITSM best practices in common use and related standards.
- Explain and apply the requirements of Part 1.
- Advise and assist in ISO/IEC 20000 certification readiness assessments.
- Produce a gap analysis supported by an improvement and implementation plan.
- Understand, create and apply a service management plan.
- Assist and advise organizations on the implementation of continual improvement processes.
- Prepare organizations for an ISO/IEC 20000 certification audit using the regulations of the APMG Certification Scheme.
Course Logistics:
- Up to 16 participants
- Classroom with U-shaped seating arrangement
- A minimum of 1 break-out room
- Whiteboard, flipchart, and projector

Technix-Pro is an accredited course provider with APMG and is authorized to deliver ISO/IEC 20000 training courses and exams. APMG offers three, unique, individual certification exams: the Foundation, Practitioner and the Auditors certification exams.

Delegates whose first language is not English and who are taking the Practitioners exam can receive a 15-minute extension to their exam, if requested. A dictionary can also be used, but it should not be an electronic one.

Course Student Material:
Students will be provided with a manual containing a copy of classroom visual aids, assignments, and a feedback form. Course materials required for the course and made available by the customer or Technix-Pro partner: Recommended additional student materials:

About the Exam
The ISO/IEC 20000 exam is a 3-hour multiple-choice exam with 4 questions. Each of the 4 questions is worth 20 marks, giving a maximum of 80 marks in the exam paper. The pass mark is 50% (40 marks). Within each question the syllabus area to which the question refers is clearly stated. The exam may be taken with the support of the ISO/IEC 20000 Part 1 standard. Candidates may purchase their personal copy of the ISO/IEC 20000 standard from the ISO webshop. A personal PDF will be created. The URL is: http://www.iso.org/iso/catalogue_detail?csnumber=51986

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