

# Course overview

ISO/IEC Consultants Certification (UC410)



This 3-day course explains the terminology, structure, processes and activities relating to the ISO/IEC 20000 standard for IT Service Management. This course offers participants a detailed understanding of the ISO/IEC 20000 standard itself, and the benefits it can bring to IT organizations. Techniques for achieving and maintaining formal certification will also be covered, along with the importance of determining an appropriate scope and the significance of any outsourced components.

## Audience

IT professionals who require a deep understanding of ISO/IEC 20000 and how it may be used to enhance the quality of IT services provided by an IT organization.

IT professionals who will help prepare an organization for certification against the ISO/IEC 20000 standard. Operational staff involved in the day-to-day activities of an IT organization and the execution of processes such as Incident Management, Problem Management, Change Management, etc.

## Prerequisites

Hold one or more of the following certificates:

- ITIL® V3 Foundation Certificate in IT Service Management
- ITIL® V2 - V3 Foundation Bridge Certificate
- ITIL® V2 Foundation Certificate in IT Service Management

It is recommended that participants read the following publications and bring copies of them to the course:

- ISO/IEC 20000-1:2005(E) Information technology – Service management – Part 1: Specification

- ISO/IEC 20000-1:2005(E) Information technology – Service management – Part 2: Code of practice  
Examination candidates should be aware that at least 4 hours of personal study are required outside of the course hours.

## Course Objective

Upon successful completion of this course participants will understand:

- The content and purpose of the ISO/IEC 20000 standard
  - How an IT organization can obtain certification against the standard
  - The role of Registered Certification Bodies (RCBs)
  - How to help an IT organization prepare for, achieve, and maintain certification against the standard
  - How to develop an appropriate certification scope
  - How the ISO/IEC 20000 standard relates to ITIL and other standards and methodologies
- Participants will also gain the knowledge necessary to prepare for the itSMF ISO/IEC 20000 Consultant examination.

## Benefits to You

- Gain a detailed understanding of the ISO/IEC 20000 standard and how it can be used to improve IT Service Management in your organization
- Understand the requirements of the standard
- Understand the process for obtaining and maintaining certification against the standard
- Understand how to assist organizations obtain and maintain certification

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**Course Title:** ISO/IEC Consultants Certification

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**HP Product Number:** UC410

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**Category/Subcategory:** ITIL/ITSM

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**Course Length:** 3 days

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**Level:** Intermediate

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**Delivery Language:** English

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## Detailed Course Outline

**Introduction and background to ISO/IEC 20000**

**Quality defined**

**Other standards and frameworks**

**Self-Declaration of Conformity**

**The ISO/IEC 20000 Certification Scheme**

**The ISO/IEC 20000 Qualification Scheme**

**Audits and Assessments**

**Achieving ISO/IEC 20000 Certification**

**ISO/IEC 20000 Part 1**

- Scope
- Terms and definitions
- The management system
- Planning and implementing service management
- Planning and implementing new or changed services
- Service delivery processes
- Relationship processes
- Resolution processes
- Control processes
- Release process

**Eligibility and Scoping**

**ISO/IEC 20000 Part 2**

**How to implement and maintain ISO/IEC 20000**

**Exam Techniques**

**Tools considerations**

**Organizations that can help**

**Individual and Group Assignments**

**Revision and Mock Examinations**

**Formal Examination**

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