

HP Education Services Course Description

ISO 20000 Consultants and Internal Auditors Course (UC410s)



This 3-day course gives a broad overview of the ISO 20000 IT Service Management standard and educates attendees in how to scope and prepare for a formal accreditation process. It includes guidance on the certification scheme, a detailed look at parts 1 and 2 of the standard, scoping guidelines, audit and evaluation methods, the role of the Registered Certified Body (RCB) and brief coverage of available support tools. The course includes the formal itSMF ISO 20000 Consultants Examination.

Audience

- All staff involved in preparation for a formal ISO 20000 assessment and/or who want to know more about the scheme and its operation
- Internal or external consultancy staff, helping an organization plan and prepare for formal certification
- Internal audit staff who will be involved in any pre-assessment work
- Anyone seeking the formal itSMF ISO 20000 Consultants qualification
- Note that this course is not aimed at Registered Certified Body (RCB) Assessors

Prerequisites

- At least 5 years relevant IT experience

- Hold an ITIL Foundation Certificate in IT Service Management. If you do not already hold this certificate you can take the ITIL Foundations for IT Service Management (H1846s) course which includes the exam
- Read Part 1: Specification for service management (BS 15000-1:2002) and Part 2: Code of practice for service management (BS 15000-2:2003). They can be purchased from www.itsmf.com. At the site, go to your local Chapter and enter the Bookstore or Publications page. If this is not available from your local itSMF Chapter then you can order from the itSMF UK or the itSMF USA.

Course Objective

- Understand the ISO 20000 scheme and the way in which it can be operated and applied
- Be able to scope and pre-assess a formal certification application
- Take and pass the formal itSMF ISO 20000 Consultants examination

Benefits to You

- Learn about ISO 20000 and the way in which it can be applied
- Play a lead role in scoping and pre-assessing a formal certification application
- Understand available support tools and assessment techniques
- Obtain a formal industry-recognized qualification

Why education services from HP?

- Customized on-site delivery
- More than 80 training locations worldwide
- Comprehensive student materials
- Experienced and best-in-the-field HP instructors
- Hands-on practice
- Focus on job-specific skills
- Online instructor-led and self-paced training at <http://itresourcecenter.hp.com>
- State-of-the-art classroom facilities

Course Title: ISO 20000 Consultants and Internal Auditors Course

HP Product Number: UC410s

Category/Subcategory: ITSM/ITIL

Course Length: 3 Days

Level: Intermediate

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Detailed Course Outline

This course will give students a broad understanding of the ISO 20000 certification scheme and how it should be applied. It will prepare them in readiness for moving towards formal certification. Specifically it will cover the following areas:

- The certification scheme and how it should be applied
- ISO 20000 part 1; the formal specification which defines the requirements for an organization to deliver and manage service of an acceptable quality
- ISO 20000 part 2: the code of practice which describes best practice for service management processes within scope of ISO/IEC 20000-1:2005
- Eligibility and scoping guidelines and the role of the RCB
- Preparing for initial assessment and audit
- Assessment and audit techniques and how and when to apply them
- Available support tools

© 2006 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

To locate country contact information and to learn more about education services, please visit our worldwide web site at <http://www.hp.com/learn>.

