

# ITIL® and ISO 20000 Foundation: Certifications

Hands-on course of 5 days - 35h

Ref.: SOF - Price 2024: €3 890 (excl. taxes)

## TEACHING METHODS

A case study will allow the participant to analyze the IS service management application and identify areas for performance improvement.

## CERTIFICATION

Taking the two certification exams "ITIL® Foundation" and "ISO/IEC 20000 Foundation": 40 multiple-choice questions for each exam (1 point per question) to be completed in 60 minutes. Certification is attained if the candidate gets at least 26 answers correct (65%).

## THE PROGRAMME

last updated: 01/2018

### 1) ITIL® v3 referential presentation.

- Origins of the referential. ITIL® approach and philosophy. Main concepts.
- IT services and services strategy definition.
- IT governance. Introducing the management service and its life cycle.

### 2) The five modules of ITIL® v3

- Strategy strategy.
- Service Design.
- Service Transition.
- Service Operation.
- Continual Service Improvement.

### 3) The services management process

- The service management control process.
- The resolution process.
- The processes of service delivery.
- Relations management process.

*Exercise : Case studies presentation : defining the importance of IT Service Management.*

### 4) ISO / IEC 20000 basic introduction

- Comparison between ISO / IEC 20000 and ITIL® v3. Basic principles and elements ISO / IEC 20000.
- Aligning Business / IT. The ISO / IEC 20000 for organizations.
- Implementation risks.

### 5) ISO / IEC 20000 scope and use

- ISO / IEC 20000 scope and structure Part - 1.
- ISO / IEC 20000 scope and structure Part - 2.
- Main differences between ISO / IEC 20000 Part - 1 and ISO / IEC 20000 Part - 2.
- ISO / IEC 20000 scope and structure Part - 3.

*Exercise : Presenting concrete examples to clearly define the perimeters of each party ISO / IEC 20000.*

### 6) ISO / IEC 20000 Global Management System

- ISO / IEC 20000 terms and definitions.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

- How to use the 4 P.
- The service management system.
- Planning and implementation of service management.
- The design and transition of new or changed services.

*Exercise* : Overall presentation of the different phases of the IT service management.

#### 7) ISO / IEC 20000 scope and applicability

- The organization.
- Corporate governance and its relationship with IT.
- IT service management.
- Exam preparation.

*Hands-on work* : Certification exam.

## **DATES**

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Contact us