



Holistic Service Management International
Innovate and Inspire

ITSM based on ISO20K Foundation

Course & Exam



Course Overview

- Provides a practical understanding of IT Service Management founded with on a Quality approach.
- Prepares students to pass EXIN “ITSM based on ISK20K Foundation” examination, allowing entry to further EXIN and external certifications.
- Exam is inclusive of course fee and comprises 40 multiple choice questions.
- Course and Exam are English language. Extra exam time allowed if English not the candidate’s first language.
- Instructors are active practitioners of ISO20000 and ITIL, draw on in-depth hands-on experience, provide real-life examples and are passionate. In most cases, the Instructors were themselves trained by the original pioneers of ISO20000 and ITIL
- Courses can be run on demand to suit customer work patterns

ITIL® is a Registered Trade Mark of the Cabinet Office.

All ISO publications are protected by copyright

COURSE CONTENT

- Quality approach to ITSM
 - IT services and quality
 - Quality management system
 - The process-based approach
- Understanding continual improvement
 - Principle of the PDCA cycle
 - Maturity models
 - Capability assessments
- Planning and implementing service management
- Quality specifications and Best Practices for
 - Control of IT Services
 - Alignment of IT and the Business
 - Delivery of IT Services
 - Support of IT Services
- Management and Improvement of ITSM processes
 - Process Approach
 - RACI
 - Roles and Responsibilities
- Standards and Frameworks
 - ISO 20000 “Shall Dos”, ITIL 2011
 - CMMI, CobiT, Six Sigma

Courses provided in association with and material used under licence from:

