

# Course Description

## ISO 20000 AMS295

### Overview

This 2.0 day workshop utilizes best practice guidance contained within the ITIL (Information Technology Infrastructure Library) framework and other IT Service Management frameworks including Microsoft Operations Framework. It comprises two parts: a specification for IT Service Management and a code of practice for service management. At the end of the workshop attendees would have the knowledge to assess their IT processes and begin preparations for obtaining the ISO 20000 certification for their organizations.

### Learning Objectives

- Scope
- Terms & Definitions
- Planning and Implementing Service Management
- Requirements for a Management System
- Planning & Implementing New or Changed Services
- Service Delivery Process
- Relationship Processes
- Control Processes
- Resolution Processes
- Release Process

### Format

The format of the course is highly interactive and how-to oriented. Discussion of concepts and principles are followed by exercises. Actual case studies and project scenarios will be utilized to apply the course's tools, concepts and practices.

### Delivery Options

### Duration

2 days

### Who Should Attend

Attendees should have at least one year of relevant IT experience. Some knowledge of ITIL and good communications skills would be helpful as each attendee may be required to present to the class.

