

## Course Fact Sheet – ISO20000

### ISO/IEC 20000 for Practitioner

*3 days classroom workshop- APMG Certification*

This interactive workshop, leading to the ISO/IEC 20000 Practitioner examination, is designed to provide a basic level of knowledge in the ISO/IEC 20000 IT Service Management standard and its application. It is aimed at practicing IT consultants who wish to assist organizations to prepare for certification under the APMG's ISO/IEC 20000 certification scheme.

The course covers the interpretation and application of the ISO/IEC 20000 standard and enables consultants to develop the Service Management capability of an organization and assess its readiness for certification within the ISO/IEC 20000 certification scheme.

Internal auditors involved in preparing an organization for ISO/IEC 20000 certification might find this course more appropriate than the Auditor course. An exam will be conducted at the end of the training.

Course runs 9:00 – 5:00 each day

### *Learning Objectives*

Candidates should understand and be able to analyse and apply the content of ISO/IEC 20000 within currently certified organizations, or organizations wishing to implement an SMS in preparation for initial certification.

At the end of the course, participants will be able to:

- Explain and apply the requirements of Part 1
- Understand, create and apply a service management plan
- Assist and advise organizations on the implementation of continual improvement processes
- Assist and advise organizations in the achievement of conformance to ISO/IEC 20000 and certification
- Explain the relationship between ISO/IEC 20000, related standards and best practices
- Understand, explain and advise on issues regarding applicability, eligibility and scoping
- Advise and assist in ISO/IEC 20000 certification readiness assessments
- Produce a gap analysis supported by an improvement and implementation plan
- Prepare organizations for an ISO/IEC 20000 certification audit using the regulations of the APMG Certification Scheme

## Audience

This course will be of particular interest to: IT consultants, quality consultants, IT service providers, IT service managers, and IT auditors involved in the implementation of ISO/IEC 20000

## Prerequisites

Delegates attending the course are required to have a fundamental knowledge of IT service management principles and processes.

The basic ITSM knowledge required is exemplified by either an ITIL® Service Management Foundation certificate or an approved ISO/IEC 20000 Foundation certificate, possession of one of which is mandatory for attending this course.

Participants should bring their own copy of the ISO/IEC 20000-1:2011 and ISO/IEC 20000-2:2011 Standards from [www.iso.org](http://www.iso.org)

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## Timetable

Please note that this schedule is a guide, deviations from this plan are possible.

Day 1	Day 2	Day 3
Course Introduction	Relationship Processes	ISO/IEC 20000 Certification – Scoping & Eligibility
Overview of ISO/IEC20000	Resolution Processes	Group Assignment
Overall management requirements for ISO/IEC20000	Control Processes – Configuration Management	Mock Examination
Service Delivery Processes	Control Processes – Change Management	Course Summary & Evaluation
Exercise & Review	Planning and Implementation to achieve the standard	Examination
Homework		Close



## *Examination Information*

On the last day of the course candidates will attempt a 3-hours objective test examination consisting of four scenario-based questions, each covering a different syllabus area of combination of syllabus areas.

Total mark is 80 and pass mark is 40 (50%).

## *About Impetus Consulting*

Impetus Consulting is an IT Consultancy based in Dubai Internet City offering services and training throughout the region including UAE, KSA, Kuwait, Oman, Qatar, Bahrain, Jordan, Pakistan and Turkey.

We specialize in providing high quality consultancy, implementation and training services in the areas of Enterprise Systems Management and IT Service Management through strategic partnerships with the industry leaders in its areas of activity.

Our ITIL, COBIT®, ISO20000, and ISO27001 trainings are delivered in partnership with ITpreneurs Holland. PRINCE2® and MSP® trainings are delivered in partnership with Advantage Learning (UK) Ltd, an APMG-Accredited Training Organization.

Our consultants and trainers are chosen from professionals with many years of international experience and are trained, accredited and officially certified in their specific areas.

## *What Next?*

If you have any enquiries or would like to book your course, please contact our sales consultant who will be happy to assist you. You can reach us by phone on +971 (0)4 391 3263 and email at [info@impetus.ae](mailto:info@impetus.ae).

You can also find our course dates and register on our website <http://www.impetus.ae>. One of our team members will contact you to discuss your requirements following the registration.

*We look forward to welcoming you in our class.*

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