

ISO/IEC20000 Foundation

Learning objectives

- Develop a general understanding of how an organization can meet the requirements of ISO/IEC 20000-1
- Get acquainted with the ISO/IEC 20000-1 requirements for a service management system
- Understand the basic service management concepts, definitions, and approaches

Course agenda

Day 1: Introduction to service management concepts, SMS, and clauses 4-6 of ISO/IEC 20000-1

Day 2: Clauses 7-10 of ISO/IEC 20000-1 and certificate exam

Who should attend?

- Interactions between participants by means of questions and suggestions
- Lecture sessions illustrated with graphics, examples, and discussions
- Quizzes with similar structure to the certificate exam



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