

# ISO 20000 Foundation: Certification

Hands-on course of 3 days - 21h

Ref.: FOI - Price 2025: 2 140 (excl. taxes)

## CERTIFICATION

This course prepares candidates for the "ISO/IEC 20000 Foundation" certification exam. The exam is made up of 40 multiple-choice questions (1 point per question). It lasts 60 minutes, and certification is attained if the candidate gets at least 26 answers correct (65%).

## THE PROGRAMME

last updated: 05/2024

### 1) Basic Introduction to ISO / IEC 20000

- The principles and the basic elements of the ISO / IEC 20000.
- The definition of IT services. The management of IT services. Aligning Business / IT.
- The context and relationships. The ISO / IEC 20000 for organizations.
- Risk implementation.

*Group discussion : Discussion about key terms and definitions.*

### 2) Scope and use of ISO / IEC 20000

- Scope and structure of ISO / IEC 20000 Part - 1.
- Scope and structure of ISO / IEC 20000 Part - 2.
- Scope and structure of ISO / IEC 20000 Part - 3.

*Exercise : Presenting concrete examples to properly define the perimeters covered the ISO / IEC 20000.*

### 3) Overall management system

- ISO / IEC 20000, terms and definitions.
- Comparison between ISO / IEC 20000 and ITIL® v3.
- IT governance definition.
- 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.*

### 4) The services management process

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

*Exercise : Presentation of specific cases to define the importance of IT Service Management.*

### 5) ISO / IEC 20000-2

- Main differences between ISO / IEC 20000 Part - 1 and ISO / IEC 20000 Part - 2.
- Good Practice Guide.

### 6) The scope and applicability

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

## 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.

#### 7) Succeed and maintain the ISO / IEC 20000 certification

- How successful certification ? How to maintain certification ?
- 7 Steps to certification. Tools.
- APMG exam preparation ISO / IEC 20000 Foundation.

*Hands-on work : Passing the certification exam.*

## DATES

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### REMOTE CLASS

2025 : 22 sept., 08 déc.