

EXIN IT Service Management Foundation based on ISO/IEC 20000 (ITSM20F)

OEM: EXIN • Duration: 1 Day (1 hrs) • Code: ITSM20F

COURSE MODULES & TOPICS**1 Introduction to IT Service Management (15%)**

- Core concepts of IT service management (10%): 'Adapt and Adopt'; IT vs non-IT services; value of service management; continual improvement principles
- Core concepts surrounding ISO/IEC 20000-1:2018 (5%): purpose and benefits of ISO/IEC 20000; service management system (SMS); management system standards integration

2 Service Management System (SMS) (30%)

- Critical elements (15%): organization and interested parties; organizational risks and opportunities; service management objectives; leadership responsibilities; governance; documentation; resource management
- Core concepts (15%): principles of producing and implementing an SMS; designing new/changed services; monitoring, measuring, analysis and evaluation; continual improvement

3 Operation of the SMS (55%)

- Service portfolio processes (5%): service catalog, asset, configuration management
- Relationship and agreement processes (10%): business relationship management, service level management, supplier management
- Supply and demand processes (5%): budgeting, demand management, capacity management
- Service design, build and transition processes (10%): change management, release and deployment management
- Resolution and fulfilment processes (15%): incident management, service request management, problem management
- Service assurance processes (10%): availability management, continuity management, information security management