KOENIG SOLUTIONS · COURSE OUTLINE

ISO/IEC 20000-1 Practitioner

2 Days	3	8
DURATION	MODULES	TOPICS

COURSE OVERVIEW

The TRECCERT ISO/IEC 20000-1 IT Service Management Practitioner training program is designed for professionals who want to build a solid, practical understanding of IT Service Management and the ISO/IEC 20000-1 standard. As an intermediate-level program, it introduces the key concepts, terminology, and requirements of the standard, while showing how they apply to the way organizations manage and improve their IT services. The program also explores the Service Management System (SMS) and how its different elements work together, from establishing and operating the system to monitoring, evaluating, and improving its performance. What Makes This Program Unique: Clear introduction to the purpose, scope, and key concepts of ISO/IEC 20000-1; Practical focus on establishing, operating, evaluating, and improving a Service Management System, including monitoring and measurement, internal audits, management reviews, and service reporting; Explains how the standard's clauses fit together across the service management lifecycle, from context, leadership, planning, and support through operation, performance evaluation, and continual improvement. This program is ideal for individuals new to IT service management or those looking to gain a foundational understanding of ISO/IEC 20000-1 and how it applies in their organization.

WHO THIS COURSE IS FOR

- IT Service Management Professionals
- IT Managers and Service Managers
- IT Governance, Risk and Compliance Professionals
- IT Consultants

LEARNING OBJECTIVES

What You Will Learn

- Know and understand the purpose, scope, key concepts, and definitions of ISO/IEC 20000-1.
- Know and understand the requirements for establishing a Service Management System (SMS), including the context of the organization, leadership, planning, and support.
- Know and understand how to operate an SMS and manage IT services to meet agreed service requirements.
- Know, understand, and be able to monitor, measure, analyze, and evaluate SMS performance.
- Know and understand the requirements for internal audit, management review, and service reporting.
- Know and understand how nonconformities, corrective actions, and continual improvement support the maintenance and improvement of the SMS.

COURSE SYLLABUS

3 Modules, 8 Topics

01

ITSM Establishment Requirements

TOPICS

- Overview of ISO/IEC 20000-1
- Context of the Organization
- Leadership
- Planning
- Support

02

ITSM Operation Requirements

TOPICS

- Operation of the Service Management System

03

ITSM Evaluation and Maintenance Requirements

TOPICS

- Performance Evaluation
- Improvement

DELIVERY NOTE

How It Is Delivered

- Level: Intermediate
- Language: English
- CPE credits: 16

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

- Classroom Training
- Live Online Classes (ILO)
- Fly-Me-A-Trainer (FMAT)
- Flexi (Self-Paced)
- 1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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