

ITSM Foundation: ISO/IEC 20000:2011



The GSDC ITSM Foundation: ISO/IEC 20000:2011 certification is a globally recognized credential that validates your knowledge and understanding of the ISO/IEC 20000:2011 standard for IT Service Management (ITSM).

ITSM Foundation: ISO/IEC 20000:2011

ABOUT CERTIFICATION

This certification marks your ability to effectively implement and manage IT services, aligning them with business objectives and delivering value to customers.

This online ISO 20000 lead auditor certification fortifies you with the skills to assess and audit IT service management systems for compliance with the ISO/IEC 20000 standard.

With the growing importance of ITSM in today's technology-driven world, this certification provides a competitive edge, enhancing your career prospects and opening doors to a wide range of opportunities.

Whether you are an IT professional seeking to expand your knowledge or an organization aiming to improve service delivery, the GSDC ITSM Foundation: ISO/IEC 20000:2011 certification is a valuable asset that empowers you to excel in IT service management.

OBJECTIVES

A clear understanding of:

- Evaluate ITSM implementation effectiveness
- Assess individual skills in ITSM assessment
- Measure compliance with ISO/IEC 20000:2011 standard
- Validate understanding of ITSM assessment processes
- Test proficiency in ITSM system evaluation
- Determine readiness for ISO/IEC 20000:2011 audits
- Verify competence in ITSM system assessment
- Ensure adherence to ITSM best practices
- Evaluate the ability to identify improvement opportunities
- Measure knowledge of ITSM assessment methodologies

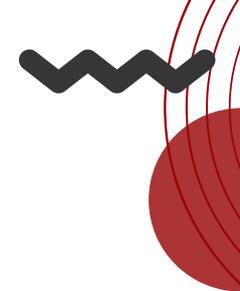
Our Accreditation:



The Global Skill Development Council (GSDC) is the leading third-party, Vendor neutral, international credentialing and certification organization. The Global Skill Development Council (GSDC) is proud to be ANSI Accredited Member. The American National Standards Institute (ANSI) is a private, non-profit organization that administers and coordinates the U.S. voluntary standards and conformity assessment system.

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COURSE SYLLABUS

- **1. Introduction to IT Service Management:**

- Fundamentals of IT service management.
- What is service management system and how it can be managed?
- Benefits of ITSMS
- Framework of ITSMS
- Core concepts of IT Service Management

- **2. The Service Management System (SMS):**

- Introduction to Management Systems
- Understanding the service management boundary and determining the scope of the IT service management system
- IT service management system process areas
- Policy
- Organizational roles, responsibilities and authorities
- Planning for the service management system
- Service catalogue and list of services
- Risk management of services
- Service management plan and the requirements.
- Core concepts of the Service Management System (SMS)

- **3. Service Design and Transition:**

- Budgeting and accounting for services
- Resources management
- Risk assessment for services
- Service reporting
- Documents and records supporting the Implementation of ITSM
- Supplier management process

- Service level management
Understanding the service management boundary and determining the scope of the IT service management system
- IT service management system process areas

- **4. The service delivery processes and their relationships:**

- The service delivery processes and their relationships
- Service level management
- Service reporting
- Service Continuity and availability management
- Budgeting and Accounting for services
- Capacity management
- Information security management

- **5. The relationship processes and their relationships:**

- The relationship processes and their relationships (Business relationship management, Supplier management).
- **6. The resolution processes and their relationships:**
- The resolution processes and their relationships (Incident and service request management, Problem management).

- **7. The control processes and their relationships:**

- The control processes and their relationships (Change management, configuration management, release and deployment management)
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GSDC Technical Advisory Board :



The GSDC is the leading certification association which brings together innovative organizations and founding thought-leaders as Technical Advisors from over 40 countries to design curriculum on Blockchain, Devops, Six Sigma & Agile Certifications.

Our Future Information

Target Audience

- ITSM Foundation Certification is an essential requirement for those professionals who need a basic understanding of IT Service Management Framework and how it may be used to enhance the quality of IT service management within an organization.
- ITSM certification is most suited for:
- IT Managers/Support teams
- System Administrators/Analysts
- Operations Managers
- Database Administrators
- Service Delivery Professionals
- Quality Analysts
- Application Management team/Development team
- Process Owners/Practitioners

Pre-requisites

There is no specific eligibility requirement for ITSM Foundation certification exams. Any professional who gets a passing score from the ITSM foundation exam gets the ITSM foundation certifications. There are no mandatory pre-requisite for ITSM Foundation: ISO/IEC 20000:2011 but below are few recommendations:

- Recommended to have work experience in quality and security
- Recommended to have work experience in Service Provider Organization

Find out more online at
www.gsdccouncil.org

