

# ITSM Foundation: ISO/IEC 20000:2011

## Global Certification Program

- ✓ Globally lifetime Valid Certification
- ✓ Lifetime Valid Certification
- ✓ AI based Roleplay & Simulations
- ✓ Two Exam Attempts



# An Overview

## what you can expect from this program

The GSDC ITSM Foundation: ISO/IEC 20000:2011 certification is a globally recognized credential that validates comprehensive knowledge and understanding of the ISO/IEC 20000:2011 standard for IT Service Management (ITSM). By passing this foundation exam, you demonstrate proficiency in ITSM principles, processes, and best practices, marking your ability to effectively implement and manage IT services while aligning them with business objectives and delivering exceptional value to customers.

This comprehensive online certification program equips you with advanced skills to assess and audit IT service management systems for compliance with the ISO/IEC 20000 standard, transforming you into a qualified lead auditor. With the growing importance of ITSM in today's technology-driven business landscape, this certification provides a competitive edge that significantly enhances your career prospects and opens doors to diverse opportunities across industries, making it a valuable strategic asset for IT professionals seeking to expand their knowledge or organizations aiming to improve service delivery standards.

	<b>Type</b>	Online self-paced learning, Mocks
	<b>Language</b>	English (including subtitles)
	<b>Access</b>	12 months
	<b>AI based Role play</b>	Prepare yourself for career with AI based roleplay
	Digital certificate upon completion ( 2 Attempts)	
	Card Payment, Bank Transfer	
	Reading materials & Reference Templates	
	100% money back guarantee*	

# GSDC Introduction

---

## Welcome to the Global Skill Development Council (GSDC)!

As an independent, vendor-agnostic certification organization, we empower professionals worldwide.

Leading MNC organizations and global universities recognize our certifications. With a diverse portfolio of over 150+ programs, including L&D, HR, SRE, DevOps, Agile, Six Sigma, and Cyber Security, we've certified over 250,000 professionals.

Partnered with 100+ global training organizations, GSDC is your gateway to unlocking endless opportunities.

**Join us today and let your skills soar to new heights!**



# Introduction

## Certified 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).

By passing the ISO/IEC 20000 Foundation exam, you demonstrate your proficiency in ITSM principles, processes, and best practices.

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.

# Learning Objective

---

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

## OBJECTIVES OF ITSM FOUNDATION: ISO/IEC 20000:2011

# Curriculum

## 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
- Knowing the limits of service management and establishing the reach 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.
- The Service Management System's (SMS) key concepts

## 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 links between relationship processes (Supplier management, business relationship management)

## 6. The resolution processes and their relationships:

- The problem-solving procedures and their connections (management of incidents and service requests, problem-solving procedures).

## 7. The control processes and their relationships:

- The control procedures (Change management, configuration management, release, and deployment management) and their connections

## 8. Tools, Certification Preparation, and Practical Application

- Overview of Popular ITSM Tools: ServiceNow, BMC Remedy, Freshservice, Jira Service Management
- ISO/IEC 20000 and ITIL 4 Certification Preparation Strategies
- Key Templates and Documents: Service Catalogues, SLAs, Risk Registers
- Real-World Case Studies: Implementing ITSM in Large Enterprises and SMBs
- Capstone Project: Designing a Service Management Plan for a Hypothetical Organization

# Unleash Unlimited Potential

All GSDC certifications come with a lifetime membership, offering you a world of benefits to fuel your professional growth.



## Expert Created Learning Material

Learn from knowledge shared by Top Industry Experts with 15+ yrs of experience.



## Access to Global Conferences

Be a part of GSDC thriving learning community around the world, sharing knowledge from across the world.



## Speaker invites @ GSDC Webinar Series

Share your knowledge with world at GSDC global webinar series, share your expertise and learn from others.



## Downloadable Resources

Get access to templates and reference documents which will help you to do your day to day tasks easier.



## Certificate Upgrades

Get complimentary certificate upgrades to keep up with the latest updates in processes and frameworks.



## Newsletters, blogs with industry insights

Get newsletters, announcements and articles curated by experts direct to your inbox.



## AI Based Role Play

Learn to implement applicability of knowledge with real life simulation based games.

# What You Get In this Certification Program?

- Engaging digital learning videos
- Exclusive access to Global thought leader sessions & case studies
- Downloadable and implementable resources to support practical application
- Two mock exams with unlimited attempts for comprehensive preparation
- Certification exam voucher with 1-year validity
- Two attempts for certification exam

# What our Candidates Saying?

We greatly appreciate the feedback from our program participants on Trustpilot. With an impressive average rating of 4.7 out of 5, their reviews highlight the positive experiences and value they have gained from our program.

**Global Skill Development Council - GSDC**  
Reviews 178 • Excellent  
★★★★★ 4.7 ⓘ  
✓ VERIFIED COMPANY**chandrakaran j**  
2 reviews • IN  
★★★★★ Jul 18, 2023  
**I had a experience with GSDC with their...**  
I had a experience with GSDC with their SRE course and it was very good. The speakers were very knowledgeable and kept it very interactive. Thanks the GSDC team for this!  
**Date of experience:** April 13, 2023  
Useful Share**Tosin Olaniji**  
1 review • NG  
★★★★★ Jul 11, 2023  
**The learning portal was so seamless**  
The learning portal was so seamless, and user friendly. The course are so detailed, easy to understand, great lecturers. Safe to say the best learning platform I've used so far. I would recommend learning from GSDC to anyone. You sure will get a value for your money.  
**Date of experience:** July 08, 2023  
Useful Share**MA Majid**  
1 review • IN  
★★★★★ Sep 25, 2023  
**GSDC has been doing a great job in making learners gain knowledge!**  
GSDC has been doing a great job in making the learners find right opportunities to gain knowledge for business! These two days were filled with knowledge and insights!  
**Date of experience:** September 25, 2023  
Useful Share**Amani**  
1 review • AE  
★★★★★ Aug 15, 2023  
**Certified Learning & Development Professional CLDP**  
I took the certification course "Certified Learning & Development Professional CLDP" approved by the GSDC - Global Skill Development Council. So grateful to the professional team at the GSDC for this enlightening opportunity; namely, Ruguzeno, for her dedication, responsiveness, and constant support throughout this learning journey. And very special thanks to the amazing trainer and coach Deepak Sharma for the great weekly live sessions which I believe are the highlight of this certification programme. His knowledge, expertise, and outstanding skills have made the course very insightful, engaging, and enjoyable!  
**Date of experience:** July 21, 2023

## Expert-Led Generative AI: Learn, Connect, Grow



### **Interactive Learning Experience:**

Ask questions, discuss case studies, and receive implementation guidelines directly from expert, enhancing your understanding of complex AI topics

---



### **Lifelong Learning Journey:**

Enjoy lifetime access to these sessions, ensuring you stay updated with the latest trends and continuously grow your AI expertise

---



### **Career-Boosting Network:**

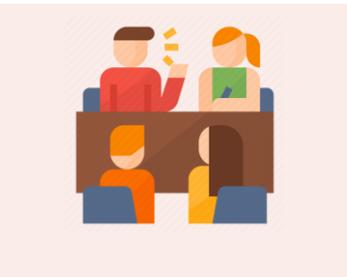
Connect with fellow professionals in the field, creating valuable relationships that can propel your career in the world of Generative AI

## AI-Based Interview Practice Platform



- Engage With Real Time AI Interview Questions.
- Practice Questions Tailored with Your Expertise.
- Validate your Knowledge of subject Matter.

## Capstone Project



- Apply Your Skills in Real World Scenario.
- Learn Methodologies Aligned to Your Expertise.
- Validate Skills and Knowledge Gained through the Certification.
- Showcase Expertise via a Capstone Project.

# Enrollment-Options

## Option-1

### **Certified in ITSM Foundation: ISO/IEC 20000:2011 With E-Learning**

**Fast-track your career by learning a new skill and earning a certificate**

- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

**ENROLL NOW**

## Option-2

### **Bundle**

**Create your own bundle with  
3 certification program**

- ✓ 3 Certification Program
- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

**ENROLL NOW**

## **Option-1 Certified in ITSM Foundation: ISO/IEC 20000:2011 with E-Learning**

### **Certified In ITSM Foundation: ISO/IEC 20000:2011 with Digital Learning**

Fast-track your career by learning a new skill and earning a certificate

- ✓ E-Learning from Industry Experts
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ Downloadable Resources



## Option-2

### Make Your Own Certified in ITSM Foundation: ISO/IEC 20000:2011 Bundle

**Enrich your skills and advance your career with our exclusive bundle.  
Get certified in the following:**

- Certified ITSM Foundation: ISO/IEC 20000
- Certified ISO 20000:2018 Lead Auditor
- Certified ISO 20022 Lead Auditor
- Certified ISO/IEC 19770 1 Lead Auditor
- Certified ISO 20000:2018 Lead Implementer

**Expand your expertise, design impactful learning experiences, and master your skills.**

**BUY ANY**

**3**

**CERTIFICATIONS**

**[Claim Bundle Here !!!](#)**

## *Unlock Workforce Potential Through Skill Validation!*

Enroll now with the code **UPSKILL10** To avail 10% discount.

**Register Now**

## **100% Money Back Guarantee!**

At GSDC, quality is our top priority. Our certification programs are designed to foster professional growth and ensure learning satisfaction. If you do not pass the certification exam after two attempts, we offer a 100% money-back guarantee.

- No Questions Asked\*
- 100% Amount Refund\*
- No Processing Fees\*



# Thank You



**Follow Us**

