



# ISO 20000 FOUNDATION

## I20000F



ISO 20000 Foundation (V092020)

**CertiProf**<sup>®</sup>

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### Syllabus V092020

Introduction	3
Objectives	3
Certification Exam	3
Target Audience	4
Content	4



## Introduction

ISO/IEC 20000-1:2011 is a Service Management System (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. The requirements include the design, transition, delivery and improvement of services to fulfill agreed service requirements.

## Learning Objectives

1. Learn the overview of ISO/IEC 20000.
2. Identify the schemes available for certification and qualification.
3. Understand the principles of IT Service Management.

## Certification Exam

- Format: Multiple choice.
- Questions: 40.
- Language: Spanish.
- Pass Score: 24/40 or 60 %.
- Duration: 60 minutes maximum.
- Open book: No.
- Delivery: This examination is available online.
- Supervised: It will be at the Partner's discretion.

## Target Audience

People interested in controlling the effectiveness of IT management systems implementations.

## Content

### 1. Introduction and Background

- Introduction
- History of the Standard
- Changes to the Standard ISO/IEC 2000

### 2. What is SMS?

- Service Management System (SMS)

### 3. Terms and Definitions (See annex)

#### Structure of the Standard

- ISO/IEC 20000-1 Structure
- Deming Cycle PDCA & SMS
- ISO/IEC 20000-1 Structure

### 4. Organizational Context

- 4.1 Understanding the Organization and its Context
- 4.2 Understanding the Needs and Expectations of Stakeholders
- 4.3 Determining the Scope of the Service Management System
- 4.4 Service Management System

### 5. Leadership

- Leadership
- 5.1 Leadership and Commitment
- 5.2 Policy

### 6. Planning

- Planning
- 6.1 Actions to Address Risks and Opportunities
- 6.2 Service Management Objectives and Planning to Achieve Them
- 6.3 Plan the Service Management System

### 7. Support

- Support
- 7.1 Resources
- 7.2 Competition
- 7.3 Awareness
- 7.4 Communication
- 7.5 Documented Information
- 7.6 Knowledge

### 8. Operation

- Operation
- 8.1 Planning and Control Operational
- 8.2 Service Portfolio
- 8.3 Relationship and Agreement
- 8.4 Supply & Demand
- 8.5 Service Design, Build and Transition
- 8.6 Resolution and Fulfilment

8.7 Service Assurance

**9. Performance Evaluation**

Performance Evaluation

9.1 Monitoring, Measurement, Analysis & Evaluation

9.2 Internal Audit

9.3 Management Review

9.4 Service Reporting

**10. Improvement**

Improvement

10.1 Nonconformity and Corrective Action

10.2 Continual Improvement

**Annex: Terms and Definitions**

3.1.1 Audit

3.1 Terms Specific to Management Systems Standards

3.2 Terms Specific to Service Management