



## ISO/IEC 20000 Introduction

### Introduction to IT Service Management Systems (ITSMS) based on ISO/IEC 20000

#### Why should you attend?

ISO/IEC 20000 Introduction training course enables you to comprehend the fundamental concepts of an IT Service Management System (ITSMS).

By attending the ISO/IEC 20000 Introduction course, you will understand the importance of an IT Service Management System and the benefits that businesses, society and governments can obtain.

#### Who should attend?

- Individuals interested in IT Service Management
- Individuals seeking to gain knowledge about the main processes of IT Service Management Systems (ITSMS)

#### Learning objectives

- Understand the concepts, approaches, methods, and techniques used to implement an IT Service Management System
- Understand the basic elements of an IT Service Management System (ITSMS)

#### Course agenda

DURATION: 1 DAY

- Day 1: Introduction to IT Service Management System (ITSMS) concepts as required by ISO/IEC 20000

#### Prerequisites

- None

#### Examination

- None

#### Certification

- None

#### General information

- Training material containing over 100 pages of information and practical examples will be distributed
- A participation certificate of 7 CPD (Continuing Professional Development) credits will be issued