AWARENESS TRAINING · IT SERVICE MANAGEMENT

ISO/IEC 20000-1:2018 IT Service Management Awareness

Self-paced online training (video) · 13 modules · about 110 min of video · about 3 hours in total · English, with captions

Understand the purpose of ISO/IEC 20000-1 and how a service management system helps plan, deliver and improve IT services.

WHO IT IS FOR

Employees, service desk and IT operations teams, and managers in organisations using or planning ISO/IEC 20000-1.

WHAT YOU WILL LEARN

- Explain what ISO/IEC 20000-1 is and why organisations adopt it
- Describe the main parts of a service management system
- Recognise key service management processes such as incident, service request, problem and change management
- Understand how agreements and service levels with customers and suppliers are managed
- Describe your own part in delivering and improving services

MODULES (13)

1. Why IT service management matters
2. ISO/IEC 20000-1: what it is and how it is built
3. Context, interested parties and scope
4. Leadership, policy, objectives and the plan
5. Risks and opportunities
6. Support: people, documents and knowledge
7. The service portfolio
8. Customers, SLAs and suppliers
9. Budget, demand and capacity
10. Change, design, transition and release
11. Incidents, requests and problems
12. Availability, continuity and security
13. Checking, improving, and your part

PRICE

US$19 per learner

Per learner, by team size

1–10 learners	**US$19**
11–50 learners	**US$15**
51–200 learners	**US$13**

Excluding taxes.

DURATION

About 3 hours in total (112 minutes of video)

MODULES

13

FORMAT

Self-paced online training (video)

LANGUAGE

English, with captions

ACCESS

12 months

CERTIFICATE

Sterling Academy Certificate of Completion

Scan for the course page, prices and enrolment