

ISO /IEC 20000-1:2011 Executive Overview

Length: Half day

Course Description:

This course provides an executive overview of the requirements for implementing and maintaining an ISO/IEC 20000-1 Service Management System (SMS).

Audience:

This course is designed for executives who are interested in understanding the structure on a “Self Correcting Management System” meets the ISO/IEC 20000-1 system requirements.

Outline

INTRODUCTION TO THE ISO9001:2008

MANAGEMENT SYSTEM REQUIREMENTS

- Review of the service management system clauses
- Quality Management System
- SMS General Requirements
- Governance of processes operated by other parties
- Documentation management
- Resource Management
- Establishment and improvement of the SMS
- Design and transition of new or changed services
- Service delivery processes
- Service level management
- Service reporting
- Service continuity and availability management
- Budgeting and accounting for services
- Capacity management
- Information security management
- Relationship processes
- Resolution processes
- Incident and service request management
- Problem management
- Control processes
- Configuration management
- Change management
- Release and deployment management
- Advantages of implementing and maintaining an IS)/IEC 20000-1:2011 service management system