

# IT Services Management (ITSM : ISO / IEC 20000)



## Implementation Training Course

### Course Overview

The course is based on the **ISO/IEC 20000** specification and code of practice. ISO 20000 is the **first international standard for managing IT services**.

Information Technology Services Management (ITSM) is a **process-based practice** intended to **align the delivery of information technology services with needs of the enterprise, emphasizing benefits to customers**.

ITSM involves a paradigm shift from managing IT as stacks of individual components to **focusing on the delivery of end-to-end services using best practice process models**.

ISO/IEC 20000 series represents a widely recognized basis for evaluating IT Services Management processes. This series defines a comprehensive and closely related set of service managements processes and comprises two parts,

- ISO/IEC 20000-1:2005 Part 1: **Specification** (Standard)
  - ◊ specifies a set of 13 processes and is the basis of certification and
- ISO/IEC 20000-1:2005 Part 2: **Code of Practice**
  - ◊ contains best practice guidance for IT Services Management processes.

The organizations may use both parts to help them developing service management tools, products and system that support best practice service management.

Our three-day implementation course combines tutorials and **a series of practical exercises**, providing participants and organizations implementation approaches to explore the full

### Documentation

The documentations below will be provided to delegates for use during the Training Course and shall be returned to the organizer upon course completion:

- ISO/IEC 20000 IT Services Management Part 1: Specification (ISO20000-1:2005)
- ISO/IEC 20000 IT Services Management Part 2: Code of practice (ISO20000-1:2005)

### Who should attend?

- **Those wishing to establish their IT Services Management System (ITSMS)** or obtain the certification of **ISO/IEC 20000**.
- **Consultants** who wish to provide advice on **ISO/IEC 2000 IT Services Management certification**.
- **IT and Quality Professionals**.

### Requirements of knowledge & background

- Experience of **IT services management**.
- ISO 20000 awareness or other management system experience.

### Speaker's Background

**Mr Vincent Huang** received his MBA from Babson College and completed his studies in Tamkang University Chemistry. He has 12 years hands-on experience in Information Technology. He served 3 years as the IT Manager of Taiwan Cellular Corp and another 3 years as a General Manager of Travio Global.

Currently, Mr Vincent plays a role in the IT Business Department of TUV Asia Pacific Ltd. His qualifications include **ISO 27001 Lead Auditor, ISO 20000 Auditor, IRCA Certified ISMS Lead Tutor, IRCA Certified ITSM Lead Tutor** and **ITIL Foundation qualified**.

Some of Mr Vincent's related experience include:-

- ISO 27001 auditor team of Government Network Service Department, Data Communication Business Group, Chuanghwa Telecom Co. Ltd.
- Lead Auditor of ISMS, audit team of Foongtone Technology Co. Ltd in year 2007
- Lead Auditor of ISMS, audit team of Information Management Office, Central Personnel Administration, Executive Yuan, R.O.C. in year 2007
- Lead of Information Security Management System implementation for Taiwan Cellular Corporation.
- ITIL Foundation qualified

Organized by:

**IDC**  
Training House Sdn Bhd

594752 (M)  
HRD Approved Training Provider (AO470)  
Ministry of Finance (Reg. No 357-02088676)



IRCA Certified No. **A17405**  
(ITMS Auditor / Lead Auditor Training)

Updated on 13 Jan 2010

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### Course Outline

#### Overview of the ISO20000 Services Management Standard

- ♦ Introduction and background
- ♦ Use and application of the standard (Part1 and Part 2)
- ♦ Management System and IT services
- ♦ Eligibility and scoping

#### The difference and relationship to other standards and frameworks

- ♦ ITIL
- ♦ COBIT
- ♦ CMMI
- ♦ Other ISO standards

#### Plan the implementation

- ♦ Gap analysis
- ♦ Benefit and cost of implementation analysis
- ♦ Alignment of IT and Business objectives
- ♦ Service-Oriented-Architecture and resources allocate
- ♦ Define the scope and requirements of ITSM

#### Implementation Strategy

- ♦ Communication plan
- ♦ Consultancy
- ♦ Evaluate package solutions

#### Implementation Workshops

- ♦ Define the Scope
- ♦ Implementation of Documentation
  1. Policy
  2. Procedures
  3. Guidelines
  4. Other documents
- ♦ Implementation of Service Level Agreement
- ♦ Service Desk Management
- ♦ ISO/IEC 20000 Self Assessment

#### Implementation and compliance (Including integrated workshops for important items)

##### 1. Coordination and Integration Process

- ♦ Requirements for a Management System
- ♦ Planning and Implementing Service Management
- ♦ Planning and Implementing New and Changed Services

##### 2. Service Delivery Process

- ♦ Service Level Management
- ♦ Service Reporting
- ♦ Capacity Management
- ♦ Service Continuity and Availability Management
- ♦ Information Security Management
- ♦ Budgeting and Accounting for IT Services

##### 3. Control Processes

- ♦ Change Management
- ♦ Configuration Management

##### 4. Release Processes

- ♦ Release Management

##### 5. Resolution Processes

- ♦ Incident Management
- ♦ Problem Management
- ♦ Configuration Management
- ♦ Change Management

##### 6. Relationship Process

- ♦ Business Relationship Management
- ♦ Supplier Management

#### Case Study (Experiences Sharing)

- ♦ CMDB Implementation
- ♦ Service Desk Implementation

#### Certification

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