Course content

The purpose of the practitioner level is to confirm that the candidate has an advanced, deep understanding of the contents, requirements and interdependencies of the ISO/IEC 20000 standard and understands how the standard operates in a typical IT service provider organisation. At Practitioner level candidates should understand and be able to apply the content of the ISO/IEC 20000 standard within currently certified organisations or those considering certification. Specifically candidates should be able to:

- Understand the purpose, use and application of Parts 1, 2, 3 and 5 of the standard
- Advise organisations in conformance to ISO/IEC 20000-1 and certification
- Understand, explain and advise regarding applicability and scope definition
- Understand and explain the relationship between ISO/IEC 20000 and ITSM best practices, ITIL, and related standards, ISO 9001 and ISO/IEC 27001
- Explain and apply the requirements of ISO/IEC 20000-1
- Explain the use of technology and tools to support the implementation and improvement of an SMS, the achievement of certification and the on-going demonstration of conformity to ISO/IEC 20000-1
- Advise and assist in ISO/IEC 20000 certification readiness assessments
- Produce gap analysis supported by improvement and implementation plans
- Understand, create, apply and evaluate a service management plan including the service management policy and objectives
- Understand, create, apply and evaluate processes, procedures, process specific plans and process specific policies required by ISO/IEC 20000-1
- Assist, advise and assess organisations on the implementation of continual improvement processes
- Advise, prepare and analyse organisations for an ISO/IEC 20000 certification audit

Course profile

This three-day practitioner course is the advanced level qualification of the ISO/IEC 20000 certification scheme. Candidates will be taken from foundational concepts into a deep and thorough understanding of the standard and get a practical appreciation of how to the ISO/IEC20000 standard supports alignment with organisational objectives. Delegates will prepare for and sit a three-hour complex, multiple-choice examination. The course consists of short lectures, exercises, discussions, examination technique training, mock examinations and culminates in an invigilated examination on the final day. All APMG ISO/IEC 20000 qualification levels are recognised as complementary to the official ITIL qualification scheme. Successful candidates are awarded credits towards the ITIL Expert Qualification (Foundation 1.0 credits, Practitioner 1.5 credits, Auditor 1.0 credits).
Why ISO/IEC 20000?

ISO/IEC 20000 is an international IT standard that allows companies to demonstrate excellence and prove best practice in IT management. The standard ensures companies can achieve evidence-based benchmarks to continuously improve their delivery of IT services. The standard is based on the ITIL® best practice framework for IT Service Management. Originally released in 2005 as the first worldwide standard specifically aimed at IT Service Management, it quickly became a competitive differentiator for organisations delivering IT services and has subsequently strengthened with the recent release of an updated version in 2011. ISO/IEC 20000 promotes the adoption of an integrated process approach to effectively deliver managed services to meet the business and customer requirements.

Who should attend this course?

The ISO/IEC 20000-1:2011 Practitioner would suit candidates working in the following professions or areas:

- Both IT and business people will benefit from this course
- Those requiring a thorough understanding of the IT Service Management
- IT professionals or others working within an organisation that is aligned or planning to be aligned with the ISO/IEC 20000 suite of standards
- Anyone involved in or contributing to an on-going service improvement programme

Setting a new standard

With consultants placed world-wide, Syzygal is a provider of professional development education, e-learning and consulting solutions. The foundation of our business model is specialisation in the areas of IT Service Management, Enterprise Governance, Project Management and IT Security Management. Our focus is on supporting and promoting world-renowned, industry recognised frameworks and standards. In doing so we help our clients develop world-class, business centric IT Services and business change environments. With a global reach we can provide your organisation with innovative solutions to help navigate your business to tangible and measurable improvements through direct consultancy engagements or training and education services. Syzygal is a globally Accredited Training Organisation and Accredited Courseware Provider; holding accreditations with: APMG, EXIN, Loyalist, PEOPLECERT and PMI (REP number 4033).