

IS 007 - ISO/IEC 20000-1 Implementation Training

TÜV MIDDLE EAST
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Objective:

To provide the participant the required knowledge on the requirements of ISO/IEC 20000-1 and the methodology of implementing this standard.

Content:

- Introduction to IT service
- Terms and definitions.
- Detailed description of ISO/IEC 20000-1 requirement.
- Importance of the implementation.
- Gap analysis.
- Documentation.
- Training.
- Internal audit.
- Pre - assessment.



Who Should Attend:

- Anyone responsible for implementing IT service.
- All those who are interested personally to learn about this internationally recognized IT Service.

Structure:

- Tutorials
- Discussions
- Workshops
- Quiz
- Examination

Venue:

TÜV Middle East courses are held at hotels and various training centers. However, they can be held at customers' premises, if required.

Certificate:

TÜV Middle East certificate will be issued to all attendees.

Duration:

3 days.

Contacts:

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