

# IS 005 - ISO/IEC 20000-1 Awareness Training

TÜV MIDDLE EAST  
MEMBER OF TÜV NORD GROUP  
P O Box 46030, Abu Dhabi  
United Arab Emirates  
Tel : +971 2 4411148  
Fax : +971 2 4411149  
www.tuvme.com / www.tuvakademie.net



## Objective:

To provide the participant with detailed knowledge on IT service and ISO/IEC 20000-1 requirements.

## Content:

- Introduction to the IT service.
- Introduction to basic concepts and terminologies associated with IT service.
- Philosophy and fundamental principles of ISO/IEC 20000-1.
- Detailed review of the requirements of ISO/IEC 20000-1 standard.
- Introduction to the benefits that will be achieved by the implementation.
- Effective methods for the implementation of ISO/IEC 20000-1.



## Who Should Attend:

- All levels of management who are involved in implementing ISO/IEC 20000-1.
- All those who are interested personally to learn about this internationally recognized IT Service Management System.

## 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:

1 day

## Contacts:

Abu Dhabi / Al Ain: [abudhabi@tuv-nord.com](mailto:abudhabi@tuv-nord.com)  
Dubai / Northern Emirates: [dubai@tuv-nord.com](mailto:dubai@tuv-nord.com)  
Kuwait: [kuwait@tuv-nord.com](mailto:kuwait@tuv-nord.com)  
Qatar: [qatar@tuv-nord.com](mailto:qatar@tuv-nord.com)  
Bahrain: [bahrain@tuv-nord.com](mailto:bahrain@tuv-nord.com)  
Oman: [oman@tuv-nord.com](mailto:oman@tuv-nord.com)  
Yemen: [yemen@tuv-nord.com](mailto:yemen@tuv-nord.com)

Website: [www.tuvme.com](http://www.tuvme.com)