

ISO 20000-1 : 2018 Awareness Training

Course Features

It essentially covers the basic requirements of ISO 20000-1:2018 & its interpretation & hence helps in providing a great amount of awareness to the group of people in the organization.

Course Objectives

The essential objective of this course is to create awareness within the organization regarding various basic requirements of the standard & impart working knowledge on how these requirements can be interpreted to suit the organization's processes, products, people & customers.

Who should attend ?

- ♣ Persons who wish to implement Information Technology Service management system based on ISO 20000-1 in their organization
- ♣ Persons who will be required to have the working knowledge essential to motivate the team implementing the management system,
- ♣ Persons who are planning to attend higher level training courses like ITSM internal auditor/ documentation & implementation/ lead auditor course

Issue of Certificate

Certificate of successful completion shall be issued to all the delegates who attend entire duration of the course and pass the exam.

Course Contents

- ♣ Introduction to ISO 20000-1,
- ♣ Business – How ISO 20000-1 can help your organization
- ♣ Family of ISO 20000 series of standards,
- ♣ Basic requirements of ISO 20000-1:2018 & its interpretation
- ♣ Documentation requirements of ISO 20000-1:2018
- ♣ Quiz
- ♣ Course summary
- ♣ End of course



ISO 20000-1 : 2018

Duration

1 Day

Registered & Head Office-

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