

# ISO/IEC 20000 Multimedia Awareness Course



This interactive multimedia e-learning course provides a comprehensive overview of the ISO/IEC 20000 standard and is designed for companies that are either evaluating or implementing the standard across their organisation.

## ISO/IEC 20000 Awareness Course

ISO/IEC 20000 allows companies to demonstrate to its customers and staff that it operates with business integrity and security and that it encourages an internal culture of continual quality improvement in an IT Service Management Framework.

## Students will be able to:

- Understand the responsibilities of Departmental and Senior Executives in the company in achieving certification
- Understand what ISO/IEC 20000 is
- Review the benefits that it can bring
- Explore the relationships with other IT Frameworks
- Work towards formal ISO/IEC 20000 qualifications
- Describe the key processes

## Why ISO/IEC 20000 e-learning?

The course uses interaction, animation and voice to walk through the certification process and describe ISO/IEC 20000. Students can stop, review and test their knowledge at any stage. Acronyms and abbreviations become easier to understand and the delivery via CD-ROM, on-line or intranet offers cost effective on demand training for students of any level at any time.

## ITIL® and ISO/IEC 20000

ISO/IEC 20000 certification proves that your company can offer best practice in service management and service delivery. Many companies claim to implement ITIL® best practice but these are often selective implementations which are not independently checked. With ISO/IEC 20000 as with any other standard, the use of best practice will be assessed annually ensuring that the benefits to the organisation are maximised. These benefits will cover improved quality of service, cost savings, reduced risk and continuous improvement.

Even if your company does not go for formal certification, the mandatory requirements in ISO/IEC 20000 provide a focus for what to do to implement best practice service management within an ITIL® environment.

Finally for many companies, the benefits are in demonstrating a competitive edge or in being able to respond to proposal requests that demand ISO/IEC 20000 certification.

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## Objectives

The objective of this course is to help your organisation understand the benefits of considering or implementing ISO/IEC 20000.



### Technical Requirements

Windows XP or Vista, multimedia based computer with sound.  
Flash version 7 or higher.

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