

ISO 20000 Foundation Training



Unichrone



Unichrone

About Unichrone

We are a professional training institute with an extensive portfolio of professional certification courses. Our training programs are meant for those who want to expand their horizons by acquiring professional certifications across the spectrum. We train small- and medium-sized organizations all around the world, including in USA, Canada, Australia, UK, Ireland and Germany.



Guaranteed Quality



Handpicked Trainers



Global Presence



Online Training Option

We've trained professionals across global companies

PHILIPS

AXCESS
FINACIAL PRODUCT MANAGEMENT

CLARIANT

WÜRTH

مصرف الراجحي
Al Rajhi Bank



Aker Solutions

DU PONT

baycoat

GlobalSign

Triskele Labs

ARASCO



أراسكو

DHL

DASHTI

Unichrone Training Advantages

- 1 Day Interactive Instructor –led Online Classroom or Group Training
- Course study materials designed by subject matter experts
- Mock Tests to prepare in a best way
- Highly qualified, expert & accredited trainers with vast experience
- Get Course Completion Certificate
- Interactive session with Case Studies
- Enrich with Industry best practices and Real Life Examples
- ISO 20000 Foundation Training Course adhered with International Standards
- End-to-end support via phone, mail, and chat

ISO 20000 Foundation Certification Advantages



Why should you attend?

Achieving ISO 20000 certification can help your organisation improve its services, create a framework for independent assessment and demonstrate an ability to meet customer requirements. It also gives your organisation a competitive advantage, as it demonstrates your reliability and high quality of service.

When you achieve ISO/IEC 20000 Certification you'll be able to show customers and stakeholders your commitment to delivering a quality service. It's a great opportunity to celebrate your achievement, promote your business and show that you are an agile organization who responds to the changing service delivery environment.



ISO 20000 Foundation Training Course Agenda

Duration: **1 Day**

Module 1 Information Technology Service Management (ITSM)

Module 2 Introductions, Background to ISO/IEC 20000

Module 3 Introduction ISO/IEC 20000-1:2011

Module 4 Service Management System (SMS)

Module 5 Design & Transition of New or Changed Services

Module 6 Service Delivery Process

Module 7 Relationship Processes

Module 8 Resolution Process

Module 9 Control Processes

Examination

30 questions

Multiple Choice

60 mins Duration

50% Passing Mark

Closed Book

Contact Us

Email :
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<https://unichrone.com>