

ISO 20000 FOUNDATION CERTIFICATION

As per International Standards



UNICHROME

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
- ✓ Enrich with Industry best practices and case studies and present trends
- ✓ ISO 20000 Foundation course adhered with International Standards
- ✓ End-to-end support via phone, mail, and chat
- ✓ Convenient Weekday/Weekend ISO 20000 Foundation Training Course schedule



Importance of ISO 20000 Standard

- ✓ ISO 20000 standard is categorized into 3 parts – ISO 20000-1, ISO 20000-2, and ISO 20000-3. ISO 20000-1 is the certification provided to organizations that meet the requirements of the standard. ISO 20000-2 and ISO 20000-3 mentions the guidelines to apply service management system and supplementary documents for the first part, respectively. The latest version of the standard applicable for organizations was released in the year 2018.
- ✓ Candidates enrolling for the ISO 20000 Foundation Training session gain a comprehensive understanding of IT service management system. The ISO 20000 Foundation Certification is an entry-level credential offered to individuals. This further enables individuals owning ISO 20000 Foundation Certification to enhance their skills in designing a robust IT service management system.

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
FINANCIAL PRODUCT MANAGEMENT

CLARIANT

AkerSolutions

WÜRTH

baycoat

DUPONT

DASHTI

GlobalSign

Triskele Labs

مصرف الراجحي
Al Rajhi Bank

DHL

ARASCO  **أراسكو**

ELIGIBILITY CRITERIA

- ✓ There are no prerequisites for attending ISO 20000 Foundation Training Course.

WHO SHOULD ATTEND

- ✓ Auditors, managers, technical experts, members of the ITSMS team, and any individual can take up ISO 20000 Foundation Training.

ISO 20000 Foundation Certification **Advantages**



CERTIFIES
YOUR TALENT



HELPS
BUILDING
VALUES



GLOBAL
RECOGNITION



PERFECT
EXECUTION



BUILDS
CUSTOMER
LOYALTY



MORE
EMPLOYABILITY
OPTIONS

Syllabus of ISO 20000 Foundation Training

Lesson 01 – Information Technology Service Management (ITSM)

1.	Business case and initial design of the ITSMS
2.	Define the scope of ITSMS
3.	IT Service Management
4.	Benefits of IT Service Management
5.	ITSMS policy
6.	Documentation of process and procedures
7.	Define management systems and process approach
8.	Presentation of standards and their comparisons
9.	Fundamental principles of Information Technology
10.	Preliminary analysis and determining the level of existing information technology
11.	Develop a project plan
12.	Accounting the IT services; accounting and budgeting

Lesson 02 – Introduction and Background to ISO/IEC 20000

1.	What Is ISO/IEC 20000?
2.	Benefits of ISO/IEC 20000
3.	ISO/IEC 20000 – parts

Lesson 03 – Introduction ISO/IEC 20000-1:2011

1.	ISO/IEC 20000-1: 2011
2.	Key differences - ISO 20000 & ITIL®
3.	ITIL® life cycles
4.	Clauses ISO/IEC 20000-1: 2011

Syllabus of ISO 20000 Foundation Training

Lesson 04 – Service Management System (SMS)

1.	Management responsibility
2.	Governance of processes operated by other parties
3.	Document management
4.	Establish and improve the SMS
5.	Resource management

Lesson 05 – Design & Transition of New or Changed Services

1.	Design & Transition of New or Changed Services
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Format of ISO 20000 Foundation Exam

Examination Format	
Exam Name	ISO 20000 Foundation Exam
Exam Format	Multiple Choice
Total Questions & Duration	30 Questions, 60 Minutes
Passing Score	70%
Exam Cost	Included in training fee

To get you fully prepared with the knowledge and skills for the ISO 20000 Foundation Exam, a training session at Unichrone gives immense importance to mock questions at the end of every module and problem-solving exercises within the session. Prepared by ISO certified professionals, the practice tests are a true simulation of the ISO 20000 Foundation exam.

Contact Us

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<https://unichrone.com/>

