



# Certified Consultant/Manager in ITSM according to ISO/IEC 20000

## BENEFITS

- ✓ Latest innovative approach to IT Service Management
- ✓ Role based qualifications focusing on what your staff need to know
- ✓ Flexible program recognizing existing training investment for fast track routes
- ✓ Self-contained qualification program
- ✓ Qualifications include amongst many other topics; how to address cultural issues, practical guidance on implementing ITSM
- ✓ The boundaries of the program are defined by the ISO/IEC 20000 standard which means staff learn the most important aspects of ITSM
- ✓ The program supports governance & compliance
- ✓ Professionals, companies and Service providers can reap major benefits from this new qualification program

## KEY FEATURES OF THE PROGRAM

- ✓ Accredited according to EN ISO/IEC 17024
- ✓ Award winning qualification program (itSMF 2008)
- ✓ Jointly developed with TÜV SÜD Akademie under the auspices of IBM, HP, BMC, Siemens, Harvard

## SPECIAL COURSE FOR SERVICE MANAGERS

### COURSE OUTLINE

Key elements of this special **2 day** course are “how to” :

- Design a service management plan
- Design competency requirements
- Integrate the service management system with other standards (frameworks) and bodies of knowledge
- Design and manage the implementation of new or changed services
- Create and maintain the IT service provision policies and indicators
- Convince the team to achieve quality in ITSM
- Choose and use appropriate cultural change methods and techniques
- Prepare for internal and external audits
- Assess IT service management system capability
- Assess management system health reports
- Analyze the implication of management control of suppliers
- Operate Business Relationship and Supplier Management processes
- Operate Information Security Management processes.

### BE A PIONEER, GET THIS PIN!

By successfully completing 60 EXIN exam questions at the end of the 2 day course participants will become certified IT Service Manager/Consultant in ITSM.

- Show your commitment to quality in ITSM
- Be a change leader
- Enlarge your horizon.

### LECTURER PROFILE

- David is an experienced consultant and lecturer in the field of ITSM
- He has authored, contributed to and reviewed many ITSM books
- David has applied his knowledge in some of the world’s largest IT Service Management programs (up to \$5 billion USD)
- As a member of the EXIN Expert team, he was involved from the beginning of the new ITSM qualification program according to ISO/IEC 20000
- He helped the itSMF to establish the certification scheme which is used now for ISO/IEC 20000.



DAVID CLIFFORD





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## GLOBAL ECONOMIC CRISIS? HERE'S HOW TO REDUCE YOUR TRAINING INVESTMENT AND REAP OPERATIONAL BENEFITS...

In today's IT Service Management marketplace there are many sources of best practice guidance to help service providers enhance their service management system. Thousands of pages have been written across the globe but how do you navigate all of this guidance and extract the key points to concentrate on establishing a solid service management system? ITIL®, COBIT™, MOF® and others provide excellent advice but how do you break down guidance that is available into manageable parts?

Thankfully, the answer is easy. The ISO/IEC 20000 standard provides a list of these key points in the form of requirements via a 'framework neutral' approach. By using this list as a 'table of contents' to navigate in to your best practice of choice, it significantly reduces the knowledge and effort required to achieve potentially major benefits.



**Figure 1 :** *Start with thousands of pages of framework guidance or use ISO/IEC 20000 to help to navigate the most important elements of the frameworks – “helping to get the focus back on to IT Service Management”*

This will result in a service management system that is aligned to the agreed needs of the customers, is integrated across functions and involves the supply chain to ensure an end-to-end focus is maintained.

Through continual service improvement, this excellent foundation can be built upon.

EXIN & TÜV SÜD's Akademie qualification program is not aimed at reaching ISO/IEC 20000 certification itself but on quality in ITSM; real quality starts with the people that operate the company.

A common understanding among all staff involved in IT services is a key success accelerator of the quality approach towards IT Service Management. ISO standards have, of course, proven to place great emphasis on customer needs, expectations and improving business performance through servicing the customers. Organizations that have trained staff at all levels will not only gain the most success, but will also reach certification, if aimed for, easier and faster.

*In Service Management people make the difference!*

