



ACI Training Course

Code (TIT2)	ISO 20000 :2005 Info Technology Services Effective Application (9:30am – 5:00 pm) 2 days
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Overview

Nowadays, lot of companies are heavily relying IT in supporting their business strategies and objectives. Therefore, reliable and quality of IT service management are the key challenge in supporting business operations. In view of the importance of IT service management, ISO 20000 international standards were released in 2005 aiming at providing requirements and codes of practices to the industry. No matter you are serving internally or providing services to your valuable customers, you and your company should not miss this opportunity to learn and apply the best practice into their daily operation to better manage existing IT services in an effective approach.

Objectives

Through these two days training workshop, the delegate can understand the best practices in IT service management and understand their interrelationship. S(he) is able to assist the company in strengthening existing IT service management and operation from various aspects and prospectus including service delivery, relationship management and resolution.

Course contents:

- ~ Planning and implementing new and changed services
- ~ Overview of service delivery processes, Service Level Management , Service Reporting, Capacity Management, Service Continuity and Availability Management, Budgeting and Accounting for IT Services, Information Security Management
- ~ Overview of resolution process, Incident Management, Problem Management
- ~ Overview of control process, Configuration Management, Change Management
- ~ Overview of release processes, Release Management
- ~ Overview of relationship processes, Business Relationship Management , Supplier Management
- ~ Interrelationship between different processes
- ~ Certification Process

Expected Target Audience:

This workshop aims at those practitioners who have the responsibilities in establishing, implementing or monitoring of IT service management and operation. It is envisaged the delegate should has experience and understand the principles of IT Service Management. Delegate with ITIL Foundation qualification will be an added advantage.

Methodology

- ~ Presentation and experience sharing

Certificate

- ~ Certificate of Successful Completion will be issued to delegates who have attended full course.

Venue

- ~ ACI Training Venue