

Certified ITSM Foundation: ISO/IEC 20000:2011

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GSDC's Global accredited ITSM Foundation: ISO/IEC 20000:2011 is focused on the entry level qualification in the field of IT Service Management. ITSM Certification qualification focuses on the key elements, concepts and terminologies associated with IT service lifecycle management.



ABOUT CERTIFICATION

GSDC's Global accredited ITSM Foundation consolidates key IT Service Management core components with the quality standards of the ISO/IEC20000 standard. The GSDC IT Service Management confirmation program offers a few side-section and extension conceivable outcomes for those experts with ITSM capabilities.

ITSM Framework is the most popular and recognized IT Service Management framework adapted by several organizations around the world. Earning ITSM foundation certification will help you to learn IT Service Management framework and ITIL lifecycle. These skills will help you to advance your career.

One of the main benefits of ITSM certification is, while employers looking for candidates for their IT positions, ITSM foundation certification is considered as an important merit. Therefore, if you are in IT world or willing to pursue your career in IT sector, ITSM foundation certification is definitely worth it to invest for your career.

OBJECTIVES

Clear understanding of

- Understand fundamental requirements for an SMS.
- Understand Continual improvement activities.
- Understand Information service Management terms and definitions.
- Understand the documentation and process requirements of a ITSM.
Understand the Plan-Do-Check-Act (PDCA) cycle for planning, establishing, implementing, operating, monitoring, reviewing, maintaining and continually improving the effectiveness of an organization's ITSM.
- Understand the basics of Service management systems and the process areas.
- Understand the basics of Service catalogues, Service level agreements and service continuity plans
- How to perform internal and external audits, their operation and the associated terminology.
- To Understand relationship with best practices, ITIL®, and related standards, ISO 9001 and ISO/IEC 27001.
- How to create an Agile workspace.

Our Accreditation:



The Global Skill Development Council (GSDC) is the leading third-party, Vendor-neutral, international credentialing and certification organization. The Global Skill Development Council (GSDC) is proud to be ANSI Accredited Member. The American National Standards Institute (ANSI) is a private, non-profit organization that administers and coordinates the U.S. voluntary standards and conformity assessment system.

COURSE SYLLABUS

1. Introduction to IT Service Management :

- ✓ Fundamentals of IT service management.
- ✓ What is service management system and how it can be managed?
- ✓ Benefits of ITSMS
- ✓ Framework of ITSMS
- ✓ Core concepts of IT Service Management

2. The Service Management System (SMS) :

- ✓ Introduction to Management Systems
- ✓ Understanding the service management boundary and determining the scope of the IT service management system
- ✓ IT service management system process areas.
- ✓ Policy
- ✓ Organizational roles, responsibilities and authorities
- ✓ Planning for the service management system.
- ✓ Service catalogue and list of services
- ✓ Risk management of services
- ✓ Service management plan and the requirements.
- ✓ Core concepts of the Service Management System (SMS)

3. Service Design and Transition :

- ✓ Budgeting and accounting for services
- ✓ Resources management
- ✓ Risk assessment for services
- ✓ Service reporting
- ✓ Documents and records supporting the Implementation of ITSM
- ✓ Supplier management process.

- ✓ Service level management Understanding the service management boundary and determining the scope of the IT service management system
- ✓ IT service management system process areas.

4. The service delivery processes and their relationships :

The service delivery processes and their relationships

- Service level management
- Service reporting
- Service Continuity and availability management
- Budgeting and Accounting for services
- Capacity management
- Information security management

5. The relationship processes and their relationships :

The relationship processes and their relationships (Business relationship management, Supplier management).

6. The resolution processes and their relationships :

The resolution processes and their relationships (Incident and service request management, Problem management).

7. The control processes and their relationships :

The control processes and their relationships (Change management, configuration management, release and deployment management)



GSDC Technical Advisory Board :

The GSDC is the leading certification association which brings together innovative organizations and founding thought-leaders as Technical Advisors from over 40 countries to design curriculum on Blockchain, Devops, Six Sigma & Agile Certifications.

Further Information:

Target Audience ITSM Foundation Certification is an essential requirement for professionals who needs a basic understanding of IT Service Management framework and how it may be used to enhance the quality of IT service management within an organization. ITSM certification is most suited for:

- IT Managers/Support teams
- System Administrators/Analysts
- Operations Managers
- Database Administrators
- Service Delivery Professionals
- Quality Analysts
- Application Management team/ Development team
- Process Owners/Practitioners

Pre-requisites

Any professional who gets a passing score from ITSM foundation exam gets the ITSM foundation certifications. Recommended to have work experience in quality and security and Service Provider Organization.

You may also be interested in:

- Lean Six Sigma
- DevOps Practitioner

Find out more online at www.gsdcouncil.org