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Sign up

ISO 20000 Foundation Certification Training

ALL-IN-ONE : EXAM INCLUDED IN PRICE

3 days (21 hours)

Presentation

Our ISO 20000 Foundation course will give you an in-depth understanding of the key requirements of IT service management, from service definition to incident, change, service level and performance management. It is an essential first step for any team wishing to align itself with ITSM best practices.

You'll learn how to identify critical processes, structure a service catalog, manage interruptions and requests, and contribute effectively to a Service Management System (SMS).

You'll also be prepared for the ISO 20000 Foundation certification exam thanks to a clear approach, practical workshops and practice materials.

At the end of this training, you'll be able to actively participate in the implementation or piloting of an SMS and understand how to align your IT strategy with international standards.

Like all our training courses, this one is up to date with the latest ISO/IEC 20000-1:2018 version, and is based on real-life cases from the field.

Objectives

- Understand the concepts, structure and objectives of an SMS
- Identify and master key IT service management processes
- Understand the requirements of ISO 20000-1:2018
- Contribute to an ITSM certification or improvement project
- Prepare effectively for ISO 20000 Foundation certification

Target audience

- IT project managers
- ITSM managers
- IT teams
- Consultants and outsourcers

Prerequisites

- No technical prerequisites required
- Experience in support, IT production or service management is a plus
- The course is open to both technical and functional profiles.

Our ISO 20000 Foundation training program

Introduction to IT service management

- Definition of an IT service and customer-oriented service logic
- Service management objectives: value, quality, consistency
- Link between service management, governance and IT transformation
- Scope of an SMS (Service Management System)
- Key concepts: catalog, SLA, support, availability

Introduction to ISO 20000

- Objectives and structure of ISO 20000-1:2018
- Official terminology (context, leadership, support...)
- Organization of requirements into chapters and processes
- Specific features of the 2018 version and HLS structure
- Workshop: Mapping an organization's services and their IT criticality

Leadership, strategy and management commitment

- SMS policy and alignment with business objectives
- Roles, responsibilities and designation of the SMS manager
- Stakeholder management (internal, customers, suppliers)
- Risk/opportunity approach to service management

SMS planning and documentation

- Quality objectives and service indicators
- Document management (policies, procedures, records)
- Resources and skills required for SMS implementation
- Internal/external communication and awareness-raising

Operational management of services

- Service catalog, contracts and service level agreements (SLAs)
- Management of capacity, availability, continuity and security
- Planning and implementation of new services
- Workshop: Building a service sheet with commitments and indicators (simplified SLA)

Service support and incident management

- Incident management and escalation
- Problem management: root cause analysis, prevention
- Tracking service requests (user requests)
- Workshop: Simulating incident handling according to ITSM principles

Change and configuration control

- Change management processes: urgent, standard, major
- Version tracking, deployments and releases
- Asset and configuration management (CMDB)
- Impact documentation and validation procedures

Evaluation, continuous improvement and audit

- Service performance monitoring and measurement
- Internal SMS audits: objectives, criteria, deviations
- Management review: analysis, decision-making, steering
- Workshop: Identifying non-conformities and proposing a corrective action plan

Preparing for ISO 20000 Foundation certification

- Exam format, duration and pass criteria
- Types of questions (terminology, processes, scenarios)
- Tips on time management and comprehension of statements
- Review of key points by domain
- Mock certification test with correction and explanation

Companies concerned

This training course is aimed at both individuals and companies, large or small,

wishing to train their teams in a new advanced computer technology, or to acquire specific business knowledge or modern methods.

Positioning at training start

Positioning at the start of training complies with Qualiopi quality criteria. As soon as registration is finalized, the learner receives a self-assessment questionnaire which enables us to assess his or her estimated level of proficiency in different types of technology, as well as his or her expectations and personal objectives for the training to come, within the limits imposed by the selected format. This questionnaire also enables us to anticipate any connection or security difficulties within the company (intra-company or virtual classroom) which could be problematic for the follow-up and smooth running of the training session.

Teaching methods

Practical training: 60% hands-on, 40% theory. Training material distributed in digital format to all participants.

Organization

The course alternates theoretical input from the trainer, supported by examples, with brainstorming sessions and group work.

Validation

At the end of the session, a multiple-choice questionnaire verifies the correct acquisition of skills.

Certification

A certificate will be awarded to each trainee who has completed the entire course.