

ITIL-ISO 20000 Alignment Certification Training

ALL-IN-ONE : EXAM INCLUDED

2 days (14 hours)

Presentation

Our ITIL - ISO 20000 Alignment training course will give you an in-depth understanding of how these two approaches complement each other.

You'll learn how to combine ITIL practices with ISO 20000 requirements, and how to structure your processes so that they are both effective in the field and compliant with international standards.

You'll learn how to identify areas of alignment (SLAs, incidents, changes, catalogs, etc.), audit existing processes, build an ITIL/ISO harmonization roadmap, and prepare for an ISO 20000 certification project by capitalizing on ITIL's strengths.

At the end of this training course, you'll be able to optimize your IT services by reconciling operational flexibility and standards compliance, with a view to continuous improvement.

Like all our training courses, this one will provide you with comparative grids, case studies and a summary of the latest versions in force (ITIL 4 and ISO/IEC 20000-1:2018).

Objectives

- Understand the common foundations and differences between ITIL and ISO 20000
- Align ITIL practices with the requirements of the standard
- Audit an ITIL process using an ISO 20000 approach
- Build an ITIL/ISO alignment roadmap
- Prepare for an ISO 20000 certification project with an integrated approach

Target audience

- ITSM managers
- Project managers
- Support, quality, security or compliance teams
- ISO 20000-certified organizations wishing to further integrate ITIL into their organization

Prerequisites

- Basic knowledge of ITIL or IT Service Management
- No prior certification required
- The course is open to all functional or technical profiles involved in ITSM.

ITIL-ISO 20000 Alignment training program

Introduction to ITIL and ISO/IEC 20000

- Overview of the origins and purposes of ITIL and ISO 20000
- Common features: continuous improvement, PDCA cycle, service approach
- Nature and objectives: best practice vs. auditable standard
- Role of ITSM in IT service performance
- Overview of the ISO 20000 HLS structure

ITIL processes and ISO 20000 requirements

- The 7 guiding principles of ITIL 4 and their echo in ISO 20000
- Comparison of ITIL processes (incident, change, SLA, etc.) with ISO requirements
- Value, risk and service level management
- Workshop: Creating a correspondence matrix between ITIL practices and ISO 20000 clauses

Operational alignment ITIL/ISO 20000

- Documenting ITIL practices for audit purposes
- ITIL in support of auditability: roles, indicators, evidence
- Implementing continuous improvement (ITIL CSI vs ISO clause 10)
- Workshop: Auditing an ITIL process (incident management) and identifying ISO deviations

Governance and integration into an SMS

- Defining responsibilities: ITIL governance vs. ISO responsibilities
- Integrating ITIL roles into the SMS structure
- Alignment with cross-functional requirements (resource management, communication, etc.)
- Setting up a strategic alignment plan

Case study & feedback

- Analysis of an ISO 20000 project supported by ITIL
- Identifying successes, obstacles and best practices
- Interactions with other standards (27001, 9001)
- Workshop: Building an ITIL / ISO 20000 alignment roadmap in a simulated context

Preparing for ISO 20000 certification

- Understanding the ISO 20000 certification process
- Tips for formalizing ITIL practices in a certifiable SMS
- Documentation and evidence requirements
- Review of key points of convergence for the exam
- Test to validate knowledge acquired + annotated answer sheet

Companies concerned

This course is aimed at both individuals and companies, large or small, wishing to train their teams in a new advanced IT technology, or to acquire specific business knowledge or modern methods.

Positioning on entry to training

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 forthcoming course, 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 is used to check that skills have been correctly acquired.

Certification

A certificate will be awarded to each trainee who completes the training course.

[Training Program web page](#) - Appendix 1 - Training sheet

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