



IT / IS Management

Course A7504

ISO 20000 Consultant Program

Today key operational processes in all types of organizations rely on IT for their very existence. Changes in these business processes often require changes to the IT systems, affecting hardware, software, communications and support.

IT Service Management is of increasing importance to many organizations. Part of the drive towards 'best practice' Service management is the adoption of structured process methodologies such as the ITIL® framework. The next step in adoption, recognition and participation has arrived.

Effective service management does not happen by accident. It needs to be planned, resourced, implemented and verified. It is here that ISO 20000 & ITIL based ITSMS comes into its own. ISO 20000 is the world's first standard for IT service management. The standard specifies a set of inter-related management processes and is based heavily upon the IT Infrastructure Library (ITIL) best practice processes. However, the standard presents the information differently and has additional processes incorporated than ITIL Service Management.

What you will learn

This accredited 3 day consultant program will allow you to master the ISO 20000 standard and prepare for the associated certification.

ISO 20000 will become a basic requirement for IT Services providers and it will become the most recognized symbol of quality regarding IT Service Management processes. We are pleased to be able to present this fully accredited 3 day Consultant program to help you master and understand the standard itself and issues relating to earning actual standards compliance.

The course will provide practical proven guidance on the successful design, implementation and management of a Continuous Service Improvement Program (CSIP) based on ITIL best practice guidelines and the Roadmap for IT Certification to ISO 20000-1.

Seminar benefit

On completion of this Program participants will have fully mastered this standard of IT Service Management. The investment of three days in the ISO 20000 Consultant Program will bring many benefits for participants and their associated companies, including:

- Improved quality of service and increased business and customer confidence
- Improved reputation, consistency and interoperability
- Impartial and external standard method of assessment and audit
- Assessments recognized internationally within the industry
- Assessment and benchmarking are an important element of process improvement
- Demonstrate superiority over competitors
- Management and staff understand their business their roles and their processes better

Who should attend

The program is suited to IT professionals working in the Service management improvement field. IT Managers and practitioners seeking advice and guidance on implementing industry best practices.

The course is designed for individuals who need understand the principles of IT Service Management and whose organizations are looking to achieve compliance to ISO/IEC 20000-1:2005

This program is ideally suited for IT professionals working in the Service Management improvement field. The program applies equally to internal process management staff, as it does for external consultants looking to provide expert advice and assistance.

participant should:

- Have at least a few years IT experience, with at least half years in Service Management and an ability to communicate effectively with managers, subordinates, users and customers.
- Certified at ITIL Foundation level.

August 2007						
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— This seminar is sponsored by —

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Content

- Introductions, background to ISO 20000
- ISO 20000 Certification scheme
- Terminology, Process and objectives
- ISO 20000: Part 1 in detail
- ISO 20000: Part 2 in detail
- The use and application of ISO 20000
- Implementation of ISO 20000
- Preparing for formal audit
- Typical toolsets in use
- ISO 20000 eligibility and scoping
- Exam practice and preparation
- Examination

Qualification and Assessment

The course prepares participants to sit for the ISO 20000 Consultant exam.

The exam held on the last day of the course is made up of two parts.

each part is one hour in duration:

Part 1 - 15 Multiple Choice questions and 10 matching questions (based on theory and compliance).

Part 2 - Written assignment (multiple question section based on knowledge and application of the standard).

REGISTRATION FORM

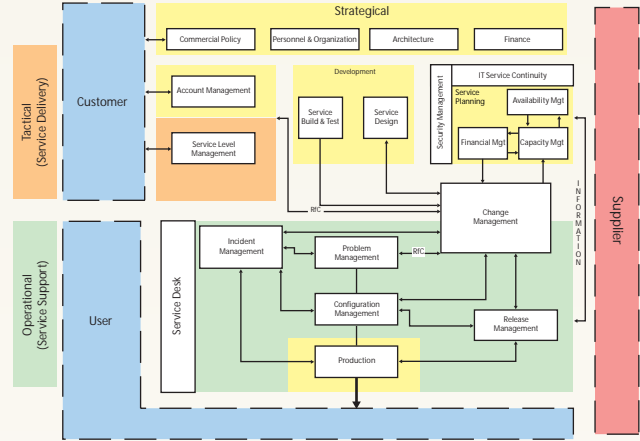
Three Days Program August 15(Wed), 16(Thu) & 17(Fri)
ISO 20000 Consultant Program
 Be the first to add ISO 20000 to your qualifications...

Accredited Course Providers

The guidelines established by the ITSMF for being qualified to conduct ISO 20000 Education programs are rigorous and strict.

This is your assurance that our organization, materials and staff have met the level of proficiency required.

Meeting these standards allow us to display and use the ITSMF logo and sees us listed by the ITSMF as a fully qualified organization.



Name (Mr / Mrs / Miss)

Position

Approving Manager Position

Contact Tel# email

Organization

Main line of Business

Address

City Country Postcode

Office Phone Office Fax

NB : Please photocopy for multiple registrations

FOR OFFICE USE Fee Received Date

The Presenter



Rocky Lam

Rocky Lam has over 20 years IT Organization and Data Center experience across a wide range of industries, such as Financial Services, Transportation, Telecommunication and Outsourcing Service.

Rocky has an ITSM Manager Certified qualification, which is the highest individual qualification available in IT Service Management. Rocky is accredited by the EXIN, a process requiring formal demonstration of experience both in teaching and in practical knowledge of IT Service Management and the ITIL framework.

Rocky has the professional certification on ISO20000 Auditor, BS7799 Auditor and ISO9001 Auditor. He offers the training, audit and consultancy services for ISO9001, ISO27001 and ISO20000 certificate and related services.

REGISTRATION INFORMATION

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Registration Fee: US\$ 1,500 (or HK\$ 11,700) per person for three days workshop fee includes refreshments and workshop documentation.

Group Discount: for two or more delegates from the same organization discount applies.

Early Bird: Save 10% for registration and payment 4 weeks before seminar commencement and save 5% – 2 weeks before the commencement

Method of Payment: Crossed cheque made payable to "ABRS International Information and Consultancy" or "Sun Microsystems of California Ltd." Registration is confirmed upon receipt of payment.

Cancellations and Transfers: If you are unable to attend, a substitute is welcome. Documentation and 50% refund will be given for cancellations received in writing two weeks before the seminar. Full refund will be made for written cancellations received two weeks prior.



ABRS and Sun Microsystem reserve the right to alter the programme without notice