



ISO 20000 Training Brochure

Building Confidence Through Service Management Excellence

- Master IT Service Management Standards
- Improve Service Quality
- Drive Business Efficiency



Audience

In a competitive digital landscape, delivering reliable, efficient, and value-driven IT services is key to business success.

The ISO 20000 Training Program provides professionals with the knowledge and skills to implement and manage an effective IT Service Management System (ITSMS) in line with global best

practices. It helps organizations enhance service delivery, align IT services with business needs, and continuously improve performance.

Through this training, you'll gain the skills to:

Understand the structure and requirements of ISO 20000-1

Implement and manage IT service processes effectively

Integrate ISO 20000 with other standards such as ISO 9001 and ITIL®

Improve service efficiency, customer satisfaction, and compliance

Ideal for:

- IT Service Managers and Coordinators
- Project Managers and Business Analysts
- Quality Assurance and Compliance Officers
- IT Consultants and Auditors
- Professionals managing IT Support, Operations, or Service Delivery



Course Description

The ISO/IEC 20000 Training by Alfred & Victoria Associates Academy delivers a deep understanding of IT service management principles and the implementation framework required to achieve compliance with ISO 20000 standard.

This course combines theoretical knowledge with practical application helping participants design, implement, and maintain an ITSMS that drives continual service improvement.

By the end of this course, you will be able to:

- Explain the key concepts and clauses of ISO/IEC 20000-1
- Map IT service processes to standard requirements
- Conduct readiness assessments for certification
- Implement best practices for service management and improvement
- Support your organization in achieving and maintaining ISO/IEC 20000 certification



Course Outline

- Introduction to ISO/IEC 20000 and IT Service Management
- Understanding the ITSMS Framework and Requirements
- Service Design, Transition, and Delivery Processes
- Incident, Problem, and Change Management Best Practices
- Continual Service Improvement and Performance Measurement
- Integration with ITIL®, ISO 9001, and ISO 27001
- Certification Preparation and Audit Readiness



Training Details

Duration: 4 days

Training Fee: N500,000(excluding tax)





Thank you



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