# ISO 20000 FOUNDATION

## I20000F

ISO 20000 Foundation (V092020)

CertiProf®

**Syllabus V092020**

## Introduction

ISO/IEC 20000-1:2011 is a Service ManagementSystem (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. The requirements include the design, transition, delivery and improvement of services to fulfill agreed service requirements.

## Learning Objectives

1. Learn the overview of ISO/IEC 20000.
2. Identify the schemes available for certification and qualification.
3. Understand the principles of IT Service Management.

## Certification Exam

- Format: Multiple choice.
- Questions: 40.
- Language: Spanish.
- Pass Score:  24/40  or  60 %.
- Duration: 60 minutes maximum.
- Open book: No.
- Delivery: This examination is available online.
- Supervised: It will be at the Partner's discretion.

## Target Audience

People interested in controlling the effectiveness of IT management systems implementations.

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## Content