CCQM CERTIFIED ISO/IEC 20000
FOUNDATION

GET FAMILIARIZED WITH THE BEST PRACTICES FOR IMPLEMENTING AND MANAGING A SERVICE MANAGEMENT SYSTEM (SMS) BASED ON ISO/IEC 20000

SUMMARY

This course enables the participants to learn about the best practices for implementing and managing a Service Management System as specified in ISO/IEC 20000-1, as well as the best practices for implementing the Service Management processes starting from the ISO/IEC 20000.

COURSE **AGENDA**

Day 1	**Introduction to Service Management System (SMS) concepts as required by ISO/IEC 20000**
Day 2	**Implementing the Service Management processes based on ISO/IEC 20000 and Certification Exam** CCQM Certified ISO/IEC 20000 Foundation exam is available in different languages. The candidates who do not pass the exam will be able to retake it for free within 12 months from the initial exam date.

A certificate of PECB Certified ISO/IEC 20000 Foundation will be issued to participants who successfully pass the ISO/IEC 20000 Foundation Exam:

- ► No experience requirements
- ► Certification fee is included in the exam price
- ► No annual maintenance fee
- ► Certified for life

GENERAL **INFORMATION**

- ► Participant manual contains more than 200 pages of information and practical examples
- ► A participation certificate of 14 CPD (Continuing Professional Development) credits will be issued to the participants

For additional information, please contact us at info@ccqm.ch or visit www.ccqm.ch