

**TI131****PROCESS MANAGEMENT**

# IT Service Quality Management with ISO/IEC 20000: 2011

**DURATION**  
**3 DAYS****REGULAR FEE**  
**0 \$****PREFERENTIAL FEE**  
**0 \$**

## Objectives

To provide a clear understanding of the ISO/CEI 20000® management framework, the basic concepts, the processes, the advantages and issues related to the implementation of processes based on customer service, and the efficiency of IT service provision and support.

## Targeted audience

Support department managers and personnel interested in understanding the key concepts of the ISO/IEC 20000 standard in order to efficiently provide services.

## Prerequisite

Three to six months experience in an IT organization.

## Content

- Introduction and overview: management systems; responsibilities of management; relationship between ITIL® and ISO 20000; terminology and documentation; audits and certifications
- The importance of quality in IT management
- ISO 20000-1, specifications, planning the implementation of IT service management; supervision and improvements; service provision, relationship management; problem resolution; control; implementation
- ISO 20000-2: best practices
- The relationships between the various processes of the standard
- Terminology
- The issues related to a complete or a partial implementation of the standard
- Best practices for management systems, planning and implementing IT service management, supervision and improvements, service provision, relationship management, problem resolution, control and implementation

## Material Note

The course material is in French, except for ISO 20000-2.

## Legal Note

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440 René-Levesque West Blvd, 5th Floor, Montreal (Quebec) H2Z 1V7

Phone: 514 380 0380 | toll free: 514 380 0380 (Mt) / 418 681 0865 (Qc) / 1 877 380 8228

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Contact Us: [formation@technologia.ca](mailto:formation@technologia.ca)

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