



EXQUISITE

PECB

BEYOND RECOGNITION

Certified ISO/IEC 20000 Foundation

Become acquainted with the best practices of IT Service Management Systems (ITSMS) based on ISO/IEC 20000

Why Exquisite?

Exquisite is the Authorized Training Partner of PECB.

Why should you attend?

ISO/IEC 20000 Foundation training enables you to learn the basic elements to implement and manage an IT Service Management System (ITSMS) as specified in ISO/IEC 20000. During this training course, you will be able to understand the different modules of an ITSMS, including ITSMS policy, procedures, performance measurements, management commitment, internal audit, management review and continual improvement.

Who should attend?

- Individuals involved in IT Service Management
- Individuals seeking to gain knowledge about the main processes of IT Service Management Systems (ITSMS)
- Individuals interested to pursue a career in IT Service Management

Learning objectives

- ✚ Understand the elements and operations of an IT Service Management System and its principal processes
- ✚ Acknowledge the correlation between ISO/IEC 20000 and other standards and regulatory frameworks
- ✚ Understand the approaches, methods and techniques used for the implementation and management of an ITSMS



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COURSE AGENDA

DURATION: 2 DAYS

Day 1 Introduction to IT Service Management System (ITSMS) concepts as required by ISO/IEC 20000

Day 2 IT Service Management System (ITSMS) requirements and Certification Exam

Course Duration:	2 days (Every day: Start 9:30am to 5:30pm)
Course Fee:	HK\$4,800 (includes exam fee) Early bird discount: Less: 10% one month on/before the scheduled training day OR Less: 10% one group of at least 3 candidates paid at the same time
Courseware:	Training material containing over 200 pages of information and practical examples will be distributed
Language of Delivery:	Cantonese with English Terms
Class Location:	Exquisite Education Centre Unit 3, 21/F., Winning Centre, 29 Tai Yau Street, San Po Kong, Kowloon, Hong Kong
Prerequisites:	None
Exam Duration:	1 Hour
Retake Exam:	Yes In case of exam failure, you can retake the exam within 12 months for free



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EXAMINATION

DURATION: 1 HOUR

The “PECB Certified ISO/IEC 20000 Foundation” exam fully meets the requirements of the PECB Examination and Certification Programme (ECP). The exam covers the following competency domains:

- Domain 1** **Fundamental principles and concepts of an IT Service Management System (ITSMS)**
- Domain 2** **IT Service Management System (ITSMS)**

For additional information, please contact us at info@exquisite-service.com or Visit www.exquisite-service.com