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Note: This book is available in several languages: Italian, German, Spanish. L obiettivo di questa pubblicazione è di fornire un documento di facile lettura che spieghi la

ISO/IEC 20000: Pocket Guide

The itSMF UK has been a pioneer in formalising the certification of companies according to the ISO/IEC 20000 standard for IT Service Management and has now certified over 440 organisations world wide. Supporting this certification scheme the itSMF UK developed a qualification programme to guide auditors and consultants into the application of the standard.

itSMF officially supports the ISO/IEC 20000 program ...

ISO/IEC 20000 and ITIL are aligned but: 4 ITIL is a set of guidelines 4 ISO 20000 is a set of universal requirements 4 Minor differences in scope and grouping Anyone can claim “ they have adopted ITIL ” The standard provides 4 A quality level for service management processes that can be audited

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The ISO/IEC 20000 standard This pocket guide is a handy reference to the key information on ISO/IEC 20000. It features an overview of the purpose of the standard and shows how to use it. It explains qualification programmes, certification schemes and the interrelationship of ISO20000 with other standards, such as ISO27001.

ISO/IEC 20000: A Pocket Guide, Second edition | IT ...

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ISO/IEC 20000 - a pocket guide Acknowledgement This pocket guide is an initiative of ITSMF, the IT Service Management Forum. In 2004, the Dutch chapter started a project to develop a promotional publication, to stimulate the awareness of the BS 15000 standard and provide a quick reference guide.

ISO/IEC 20000 - a pocket guide - itSMF Canada - MAFIADOC.COM

ISO/IEC 20000 is the international standard specifically for IT Service Management. It describes an integrated set of management processes which form a service management system for the effective delivery of services to the business and its customers. ISO/IEC 20000 options are available for both individuals and organizations via APMG:

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ISO/IEC 20000: A Pocket Guide, Second edition

EXIN ' s certification based on ISO/IEC 20000 tests your understanding of IT service management using ISO/IEC 20000 as a guideline, as opposed to testing knowledge of the standard. Moreover EXIN ' s certifications have a lifetime validity so if you do your exam now your certificate remains valid. The main changes in the standard: a) it is restructured into the high level structure used for all ...

EXIN IT Service Management based on ISO/IEC 20000 | EXIN

ISO/IEC 20000-2:2005. ISO/IEC 20000-2:2005 is the Code of Practice and describes the best practices for Service Management processes within the scope of ISO/IEC 20000-1. The Code of Practice will be of particular use to organisations preparing to be audited against ISO/IEC 20000 or planning service improvements.

ISO/IEC 20000 Qualifications - itSMF Australia

Per dare ai professionisti un rapido riferimento ai contenuti principali della ISO/IEC 20000 "ISO/IEC 20000, pocket guide si rivolge ad un ampio insieme di professionisti, trainer e studenti, che lavorano sia nell IT sia in altri ambienti, a partire dagli esperti nella fornitura di servizi (IT), fino a coloro che desiderano trovare una metodologia valida per affrontare le criticità del ...

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ISO/IEC 20000: Pocket Guide - Van Haren Publishing

ISO/IEC 20000 – Foundation Certification The ISO/IEC20000 Foundation course is the entry level course for ISO/IEC20000 standard for IT Service Management. Participants will learn the principles and core elements of the ISO/IEC20000 standard for IT Service Management.

ISO/IEC 20000 Classroom Training | itSM Solutions

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