

STQC

Professional Training and Certification

STQC
AWARENESS PROGRAMME
On
IT Service Management

Duration : Two Days



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PULSATING TECHNOLOGIES

Objectives

The course provides awareness on ISO/IEC 20000-1 : 2005 and ISO/IEC 20000- 2 : 2005 , the internationally acknowledged standards for Information Technology Service Management .

The course objectives are

- Understand the concept of “IT Service Management”.
- Standard and Best Practices on “IT Service Management”
- Requirements of ISO/IEC 20000 – 1 and ISO/IEC 20000 – 2
- Certification process for ISO/IEC 20000 – 1

On successful completion of STQC ITSM awareness course, the professional will be able to understand ITSM processes. This will create a foundation to implement ISO 20000-1 standard

Who should attend?

This training course is meant for those who wish to learn the implementation of ITSM as per requirements contained in ISO 20000-1 and best practices These may be

- $\frac{3}{4}$ Persons responsible for the implementation of ITSM
- $\frac{3}{4}$ ITSM Consultants
- $\frac{3}{4}$ ITSM Auditors (Internal or External)
- $\frac{3}{4}$ ITSM Designers

Pre-requisites

It is expected that participants have completed university level of education. Participants should be working professionals and are also expected to have an understanding of the principles of IT service provisioning.

Contents

The course is focused to create awareness of ITSM process and interpretation of requirements as per ISO 20000-1 & ISO 20000 - 2. Following main topics suitably supported with a number of exercises

Day 1	Day 2
<ul style="list-style-type: none"> • Overview of IT infrastructure & library (ITIL) • Contents of ISO 20000 • Management System • Planning & Implementation • Planning new services • Service Delivery Process • Relational Process • Control Process 	<ul style="list-style-type: none"> • Contents of ISO 20000(part 2) • Planning & Implementing new or changed service • Service Delivery Process • Resolution Process • Control Process • Release Process • ISO 20000 Certification

Audience

The course will benefit all those interested in IT Service Management.

Duration : Two days

Timing : 10:00 – 17:00 Hrs

Course Fee : Rs 4000/- + service tax as applicable (per participant)

Faculties

The faculties for this program are ~~STC~~ STQC ITSM Lead Auditors/ Auditors and or STQC approved trainers to conduct this awareness programs.

Course Material

The delegates will receive a standard course book prepared by STQC along with useful documents including exercise manual etc during the commencement of course. Relevant standards will be provided for use during the course.

Medium of course delivery shall be English



ABOUT STQC

STQC, is part of Department of Information Technology, Govt. of India organization. STQC was set up in 1977 with an objective to improve the Quality of Indian Electronic and IT products & services and facilitate the industry to become global player. We have a nationwide network of 21 labs providing testing, calibration and certification services to industry.

In order to promote awareness, commitment and compliance to the recognized best IT practices, STQC has established eight IT centres all across the country at Kolkata, Mumbai, Delhi, Chennai, Bangalore, Hyderabad, Jaipur and Pune.

In the area of Information technology Services, STQC is the copy of the first Indian accredited certification body in the country and first outside UK and Netherlands to offer Third party ITSM Certification as per ISO 20000 -1. Our scheme is accredited from RvA, Netherlands. STQC has a team of competent ITSM auditors/ lead auditors duly qualified as per international requirements to accomplish these tasks.