

ISO/IEC 20000 Certification

The globe's most recognized standard for
confirming exceptional IT Service Management



Enable and demonstrate best practice in IT Service Management with ISO/IEC 20000 certification.

Demonstrate your ongoing commitment to exceptional IT Service Management

ISO/IEC 20000 is an international standard that allows organizations to demonstrate excellence and prove best practice in IT service management.

The standard allows IT service provider organizations to achieve conformance to a service management system that requires them to continually improve their delivery of IT services and aligns with the ITIL® best practice framework.

ISO/IEC 20000 includes the design, transition, delivery and improvement of services that fulfil requirements and provide value for both the customer and the service provider.

Aligned to ISO/IEC 20000-1:2018.

It promotes the adoption of an integrated process approach to effectively plan, establish, implement, operate, monitor, review, maintain and improve a service management system.

ISO/IEC 20000 certifies an individual as an IT Service Management professional to:-

- ▶ Adopt and demonstrate compliance with a structured, internationally recognized approach to IT service management
- ▶ Enhance service delivery and better fulfil customer requirements
- ▶ Achieve a competitive differentiator for tendering and procurement
- ▶ Ensure IT service management practices are ready for the scrutiny of internal and external audits
- ▶ Establish an ongoing culture of continual improvement and learning.

Further Information

Who is it for?

ISO/IEC 20000 certification is designed for management and support personnel involved in the design, transition, delivery and improvement of IT services, equipping them with an understanding of a best practice, internationally recognized standard.

Find out more online at: apmg-international.com/ISO20000

Qualifications available:

- ▶ FOUNDATION (multiple-choice)
- ▶ PRACTITIONER (objective-testing)
- ▶ AUDITOR (multiple-choice)

You may also be interested in:

- ▶ COBIT®
- ▶ ISO/IEC 27001
- ▶ FitSM®
- ▶ Lean IT

Professional certifications designed to help individuals and their organizations perform more effectively.

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