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A Guide to ISO/IEC 20000-1:2018 Service Management**How Your Organization Can Become ISO/IEC 20000 Certified ...It's easier than you think**
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ISO/IEC 20000 is the first formal worldwide standard specifically aimed at IT Service Management . It describes an integrated set of management processes for the effective delivery of services to the business and its customers . ISO/IEC 20000 is derived from and complementary to ITIL Audits are already available globally Gartner on BS 15000 ...

ISO/IEC 20000 overview - ITSMF - [PDF Document]

ISO/IEC 20000, a pocket guide is aimed at a broad range of practitioners, trainers and students, who work in IT as well as in other environments, ranging from experts in (IT) service provision, to those who are looking for a suitable approach to quality improvement issues. The International ITSMF, through the efforts of its International Publications ESC, has endorsed this pocket guide as part ...

ISO/IEC 20000: A Pocket Guide (ITSM Library): Amazon.co.uk ...

isoiec 20000 Packet Guide Itsmf "ISO/IEC 20000, a pocket guide" is aimed at a broad range of practitioners, trainers and students, who work in IT as well as in other environments, ranging from experts in (IT) service provision, to those who are looking for a suitable approach to quality improvement issues. ISO/IEC 20000 - a pocket guide "This pocket guide condenses the principles and ...

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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

ISO/IEC 20000 overview - Itsmf.org.hk

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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 ...

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 publicaton, 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:

ISO/IEC 20000 | APMG International

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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 miglioramento della qualità.L organizzazione internazionale ITSMF, attraverso l impegno del suo International Publications ESC (IPESC), ha concesso la sua approvazione a questa pocket guide quale parte di una comune libreria globale a supporto di uno standard uniforme della conoscenza ITSM e delle best practice.

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 | ISM Solutions

Compre online ISO/IEC 20000: a pocket guide, de ITSMF - the IT Service Management Forum, van Bon, Jan, Nugteren, Marianne, Polter, Selma na Amazon. Frete GRÁTIS em milhares de produtos com o Amazon Prime. Encontre diversos livros em Inglês e Outras Línguas com ótimos preços.

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 natura, il contenuto e lo scopo dello standard ISO/IEC 20000. Ciò dovrebbe portare velocemente la ISO/IEC 20000 alla portata di una ampia audience internazionale, attraverso una facile ed accessibile pocket guide.Per promuovere la consapevolezza e l accettabilità della ISO/IEC 20000 quale un valido standard per le organizzazioni di servizi ITPer supportare la formazione e la certificazione ISO/IEC 20000Per 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 miglioramento della qualità.L organizzazione internazionale ITSMF, attraverso l impegno del suo International Publications ESC (IPESC), ha concesso la sua approvazione a questa pocket guide quale parte di una comune libreria globale a supporto di uno standard uniforme della conoscenza ITSM e delle best practice.

This Pocket Guide provides a concise explanation of the nature, content and aim of ISO/IEC 20000-1: 2011 and a short summary of ISO/IEC 20000-2:2012. It brings ISO/IEC20000 Part 1 and Part 2 within reach of a vast international audience by providing the key elements of this important standard in a short, easy to read format:
• it promote the awareness and the acceptability of ISO/IEC 20000 Part 1 and Part 2 as a valid standard for IT Services organizations;
• it supports ISO/IEC 20000 training and certification and
• it is a quick reference for practitioners to the core content of ISO/IEC 20000.

A handy reference to the key information on ISO/IEC 20000 featuring an overview of the purpose of the standard and guidance on how to use it.

This pocket guide has been designed as a reference book for all those involved in planning to achieve certification under the ITSMF UK developed ITSMF ISO/IEC 20000 Certification scheme or working with an organisation planning to achieve certification. The above scheme has been developed by ITSMF UK to provide independent verification that an organisation has satisfied the requirements of the ISO/IEC 20000 standard. It is managed by the ITSMF UK on an international basis and its operations are closely monitored to ensure consistency around the world. It can be viewed as a complementary title to the existing 'ISO/IEC 20000 - a pocket guide' (Van Haren, 2006, ISBN 9789077212790)

This Pocket Guide provides a concise explanation of the nature, content and aim of ISO/IEC 20000-1: 2011. It brings ISO/IEC 20000-1: 2011 within reach of a vast international audience by providing the key elements of this important standard in a short, easy to read Pocket Guide:
- it promote the awareness and the acceptability of ISO/IEC 20000-1: 2011as a valid standard for IT Services organisations;
- it supports ISO/IEC 20000-1: 2011training and certification;
- it is a quick reference to the core content of ISO/IEC 20000-1: 2011, for practitioners. 'ISO/IEC 20000-1: 2011: A Pocket Guide' is ideal for a broad range of practitioners, trainers and students, who work in IT as well as in other environments, ranging from experienced experts in (IT) service organisations, to those who are looking for a suitable approach to quality improvement issues.

ISO/IEC 20000 is the corporate standard for achieving quality within IT Service Management. As individuals achieve success in Service Management frameworks such as ITIL®, many organizations have identified the benefits of making the jump to full corporate accreditation. But, having made the decision to invest in this standard, what is the best way to implement adoption in an efficient and successful way? This thorough, practical guide has been put together by real experts with real experience of how ISO/IEC 20000 works in the workplace and in the real world. Part A of this title covers the step by step description of the ISO 20000 implementation process. Part B contains real case studies from organizations who have successfully achieved ISO/IEC accreditation. This Official ITSMF guide is unique in that it not only describes the implementation process. It also suggests solutions to common problems and set-backs. An understanding of the many business pressures means that practical guidance on the business case, measuring success (or not), or the need for quick wins are all included in this book, making it an invaluable companion for all those working on an implementation project. A sister guide to the hugely successful Official ITSMF 'Introduction to ISO/IEC 20000' book, readers will find that this book becomes a key asset in delivering a practical, down to earth implementation program. Foreword by John Stewart of OGC.

This pocket guide summarises the key principles and standards of ISO/IEC 20000 on best practice in IT service management (which was derived from the British Standard BS 15000). It is aimed at a broad range of practitioners, trainers and students who work in the IT sector as well as in other environments. Sections cover: background information to the standard; core and supporting material; overall management issues including planning and implementation; the self-assessment workbook; and information on service delivery, relationship, resolution, control and release processes.

This is a new edition of a title previously published as "BS15000: a pocket guide". Italian edition of ISO/IEC 20000: a pocket guide (ISBN 9789077212790)

This book "Implementing Metrics for IT Service Management" provides a measurement framework which is based on a continuous improvement lifecycle. The measurement framework is aligned with the IT Infrastructure Library (ITIL®) set of best practices. The framework is compatible with the Control Objectives for IT (CobIT®) framework and supports ISO/IEC 20000 standards for IT Service Management. This book also provides the basic concepts around measurements for business/IT alignment, achieving compliance and driving operation excellence. Where possible, examples, case studies and check lists have been included along with a scorecard accelerator software tool to further improve the learning experience and accelerate the adoption of measurements. The goal of this book is to provide the reader with a measurement framework to align IT with the business objectives to create value through continuous improvements. This book is complimentary to the book "Metrics for IT Service Management" also published by Van Haren Publishing.

This is a new edition of a title previously published as "BS15000: a pocket guide". Japanese edition of ISO/IEC 20000: a pocket guide (ISBN 9789077212790)

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