ITIL/BS15000 Training Course

Duration: 2 Days

Course Content

BS 15000 introduces a service culture and provides the methodologies to deliver services that meet defined business requirements and priorities in a manageable way.

The courses help you to adopt a consistent and common approach to service management and will enable your organization to save money, increase productivity and improve customer service.

Course Objective

The objective of this course is to provide delegates with the necessary understanding of BS 15000-1:2002 and the steps required to implementing an IT Service Management system that is compliant with the standard and meets its certification requirements.

Who Should Attend

Staff tasked with the implementation and management of an IT Service Management system, Auditors and others who wish to gain an understanding of implementing BS 15000-1:2002 and identifying compliance " Those comparing their approach to IT Service management best practice"

Course Outline

Module 1 Introduction to BS 15000: History, development, and overview

Module 2 Detailed analysis and explanation of BS 15000-1:2002 (Sections, Clauses)

Module 3 Detailed guidance to the implementation of BS 15000-1:2002

Module 4 Overview to Auditing BS 15000-1:2002

Module 5 Open forum discussion

Module 6 Examination