Why organisations need to train IT Service Managers in ISO20000 implementation?

/EINPresswire.com/ With hundreds of organisations worldwide certified to [ISO20000](#), the international IT service management standard, it is no surprise that more companies have their eyes set on achieving compliance (A list of ISO/IEC certified organisations is available at [www.isoiec20000certification.com](#)).

ISO20000 certification enables organisations to ensure that their IT service management processes are fully aligned with the needs of the business. With its roots in ITIL® best practice, ISO20000 helps organisations to benchmark their IT service management while improving services and demonstrating these qualities to customers. It enables them to align their varying service level agreements and consolidate their services to one internationally recognised best practice standard.

But what is the fastest route to ISO20000 certification?

Alan Calder, CEO of [IT Governance](#), says, "As with most management systems, in order to implement ISO20000 in your organisation you need people with the right set of skills who are able to plan and lead the project. Training a team of ISO20000 practitioners is essential and this is the only sensible way to approach ISO20000 implementation."

The ISO/IEC 20000 Practitioner Certificate Course from IT Governance is a highly practical course, suitable for IT service managers and ITIL Foundation-qualified professionals who are looking to implement ISO20000 in their organisation. It covers the interpretation and application of the ISO/IEC 20000 standard, whilst leading to the APMG-accredited ISO20000 Practitioner Certificate.

The in-depth and high quality content of this course has earned a reputation of being a more comprehensive course than an ISO20000 auditor course. Delegates benefit from a free copy of 'Implementing Service Quality based on ISO/IEC 20000' by ITSM experts Jenny Dugmore and Shirley Lacey. The book is also available to purchase separately from [www.itgovernance.co.uk/shop/p-592.aspx](#).

The next sitting takes place from 27th February till 1st March in London. There are a limited number of places remaining which can be booked immediately online at [www.itgovernance.co.uk/shop/p-634.aspx](#).

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FOR FURTHER INFORMATION
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NOTES TO EDITORS

IT Governance Ltd is the single-source provider of books, tools, training and consultancy for IT governance, risk management and compliance. It is a leading authority on data security and IT governance for business and the public sector. IT Governance is 'non-geek', approaching IT issues from a non-technology background and talking to management in its own language. Its customer base spans Europe, the Americas, the Middle East and Asia. More information is available at www.itgovernance.co.uk.

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