ISO/IEC 20000 Practitioner Certificate: The next step on from ITIL

ELY, UK, July 3, 2013 /EINPresswire.com/ -- IT Governance, the single-source provider of everything to do with ISO 20000 implementation, has reported that there has been an unprecedented increase in the number of training delegates on the ISO/IEC 20000 Practitioner Certificate Course.

Alan Calder, CEO of IT Governance, says, "Our last ISO 20000 Practitioner course was fully booked. This is a big shift from the early days of the launch of the IT service management standard. For many organisations that have adopted ITIL best practice, ISO 20000 implementation is the next logical step."

Implementation of the international standard ISO/IEC 20000 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, ISO 20000 helps organisations to benchmark their IT service management while improving services and demonstrating these qualities to customers. It enables organisations to align their varying service level agreements and consolidate their services to one internationally recognised best practice standard.

Calder continues, "One of the critical success factors when implementing ISO20000 is team competence. Service management employees need to have a deep understanding of service quality standards and the service management process."

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.

Places can be booked online at www.itgovernance.co.uk/shop/p-1397.aspx.

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FOR FURTHER INFORMATION
Desi Aleksandrova
Marketing and Communications Manager
+44 (0) 845 070 1750

daleksandrova@itgovernance.co.uk

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.

Desi Aleksandrova
IT Governance
+44 (0) 845 070 1750
email us here