

**REGISTRATION FORM FOR THE QUALITY MANAGEMENT SYSTEM**

 <p><b>OMNITECHIT</b></p>	<p><b><i>COURSE SPECIFICATION</i></b></p>	<p><b>STC – Course Specification</b> <i>Model: SRA-r1</i></p>
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**Title of Course:** *Implementing an IT Service Delivery Management System*

**Code:** *ISGSIT*

<p><b>COURSE DESCRIPTION</b></p>	<p>Supply base knowledge to implement a Management system for IT services delivery, the company processes and procedures, according to norm ISO 20000:2011.</p>
<p><b>COURSE RECIPIENTS</b></p>	<ul style="list-style-type: none"> <li>• Head of Automated Informative Systems</li> <li>• Head of Quality, ICT sector</li> <li>• Delivery and Management of IT services</li> <li>• Head of Information Security</li> <li>• IT and/or Security Manager, Manager and/or PA personnel</li> <li>• Consultants and experts in the IT and ICT Security services sector</li> </ul>
<p><b>EDUCATIONAL GOALS</b></p>	<ul style="list-style-type: none"> <li>• Support the organization in improving the management of IT services to increase quality and reduce costs.</li> <li>• Prepare the documentation of processes and procedures, conducting and audit of It Services Delivery Management in accordance with the norm.</li> </ul>
<p><b>ADMISSION REQUIREMENTS</b></p>	<p>To have acquired knowledge in the It and Systems Management, base competence in the relative processes, knowledge in IT Service Management principles and the norm ISO/IEC 20000. Advisable to have attended the ITIL Foundation course or to know the ITIL 2011.</p>
<ul style="list-style-type: none"> <li>• Norme suite 20000</li> </ul>	<ul style="list-style-type: none"> <li>• Suite 20000</li> <li>• General Structure of the new norm ISO/IEC 20000-1:2011</li> <li>• Management System for It Services and relative processes:             <ul style="list-style-type: none"> <li>○ Service Management System</li> <li>○ Service Delivery Processes</li> <li>○ Control Processes</li> <li>○ Resolution Processes</li> <li>○ Relationship Processes</li> </ul> </li> <li>• Redirect policies for It Services Management System and the necessary documentation required by the norm</li> <li>• Tips on how to conduct and internal audit</li> <li>• The phases of a third party audit to obtain certification.</li> <li>• Integrated Management Systems</li> </ul>