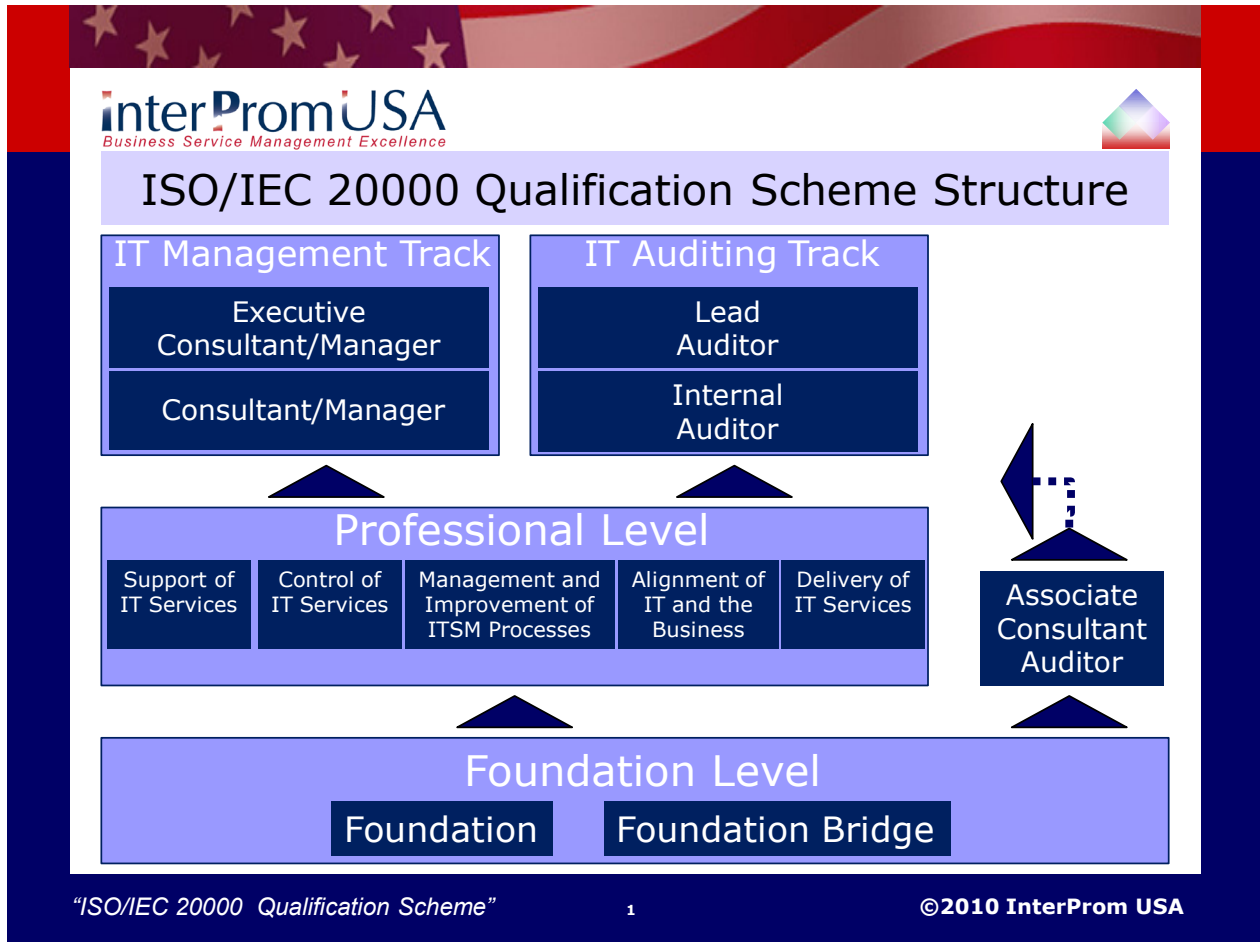




ISO/IEC 20000 Qualification Scheme

ISO/IEC 20000 Training Courses and Prerequisites

The diagram below lists the three ISO/IEC 20000 certification levels:





- **ISO/IEC 20000 Foundation**
 - Prerequisites: **None**
- **ISO/IEC 20000 Foundation Bridge**
 - Prerequisites: Any ITIL® Certificate, v2 or v3
- **ISO/IEC 20000 Professional Certifications**
 - Prerequisites: *ISO/IEC 20000 Foundation or ISO/IEC Foundation Bridge certified*
 - **Support of IT Services**
 - **Control of IT Services**
 - **Management and Improvement of ITSM Processes**
 - Also available: Management & Improvement of ITSM Processes plus Foundation Bridge for those who have any ITIL Certificate, v2 or v3
 - **Alignment of IT and the Business**
 - **Delivery of IT Services**
- **ISO/IEC 20000 Associate Consultant/Auditor**
 - Prerequisites: *ISO/IEC 20000 Foundation or ISO/IEC Foundation Bridge certified*
 - *Have at least three years of professional experience in the field of ITSM*
- **ISO/IEC 20000 IT Management Track**
 - Prerequisites: *The Management and Improvement of ITSM Processes Certification AND two other Professional Level Certifications are prerequisites for the Consultant Manager Certification training course*
 - **Consultant Manager**
 - Prerequisite: *The IT Service Manager Consultant Certification is a prerequisite for the Executive Manager Consultant Certification training course*
 - **Executive Consultant Manager**
- **ISO/IEC 20000 IT Auditing Track (same level as Management Track)**
 - Prerequisites: *The Management and Improvement of ITSM Processes Certification AND two other Professional Level Certifications are prerequisites for the Internal Auditor Certification training course*
 - **Internal Auditor**
 - Prerequisite: *The Internal Auditor Certification is a prerequisite for the Executive Certification training course*
 - **Executive Auditor**

Availability (as of July 2010)

- InterProm USA offers all courses except for:
 - Associate Consultant Auditor (Fall 2010)
 - Internal Auditor (Fall 2010)
 - Executive Auditor (Exam requirement have not been released by EXIN yet)



- InterProm USA is an Accredited Training Provider by EXIN
- We use our own EXIN-accredited instructors
- We use our own EXIN-accredited training course materials

Durations

Course Name	Course (in days)	Exam (in minutes)
• Foundation	2	60
• Foundation Bridge	1	30
• Associate Consultant/Auditor	5	120
• Support of IT Services	2.5	90
• Control of IT Services	2.5	90
• Management & Improvement of ITSM Processes (M&I)	2.5	90
• M&I plus Foundation Bridge	3	30 + 90
• Alignment of IT and the Business	2.5	90
• Delivery of IT Services	2.5	90
• Consultant Manager	3	120
• Executive Consultant Manager	2*2 with 3 months in between both sessions	3*15
• Internal Auditor	5	105
• Executive Auditor	Unknown	Unknown

Pins

The following pins will be awarded to those students passing for or qualifying for the applicable level of certification.



Foundation



Professional



Expert Management



Expert Auditing



Popular Side Entries (shortcuts) to become an ISO/IEC 20000 Consultant Manager

- **When possessing the ITIL v2 Service Manager and/or the ITIL v3 Expert Certificate:**
 - Take the 3-day ISO/IEC 20000 Management and Improvement of ITSM Processes combined with the ISO/IEC 20000 Foundation Bridge course; pass for both exams and you are automatically ISO/IEC 20000 Consultant Manager certified
- **When possessing one or more ITIL v2 Cluster Practitioner certificate(s) and/or ITIL v3 Intermediate Capability Stream certificate(s):**
 - Take the 1-day ISO/IEC 20000 Foundation Bridge course; pass for the exam and request the corresponding ISO/IEC 20000 Professional certificate (see table below for details):

Automatically obtain ISO/IEC 20000 Professional:	Support of IT Services	Control of IT Services	Alignment of IT and the Business	Delivery of IT Services
When possessing ITIL v2 Practitioner certificate:	Support and Restore	Release and Control	Agree and Define	Plan and Improve
When possessing ITIL v3 Intermediate Capability certificate:	Operational Support and Analysis	Release, Control and Validation	Service Offerings and Agreements	Planning, Protection and Optimization

- **When possessing the ITIL v2 Foundation certificate and/or the ITIL v3 Foundation certificate:**
 - Take the 1-day ISO/IEC 20000 Foundation Bridge course; pass for the exam instead of the 2-day ISO/IEC 20000 Foundation course
- **When possessing the ISO/IEC 20000 Foundation certificate or the ISO/IEC 20000 Foundation Bridge certificate and at least three years of professional experience in the field of ITSM:**
 - Take the 5-day ISO/IEC 20000 Associate Consultant/Auditor course; pass for the exam instead of the 2.5-day ISO/IEC 20000 Professional M&I course and two additional 2.5 day ISO/IEC 20000 Professional courses

More side entry information is available on our website at www.interpromusa.com.



Curricula at a Glance

- **ISO/IEC 20000 Foundation**
 - Service Quality Management
 - ISO/IEC 20000 and IT Service Management
 - Quality Specifications of IT Service Management
 - Code of Practice of IT Service Management
- **ISO/IEC 20000 Foundation Bridge**
 - Service Quality Management
 - ISO/IEC 20000 and IT Service Management
 - Some Quality Specifications of IT Service Management not addressed in ITIL courses
 - Some Codes of Practice of IT Service Management not addressed in ITIL courses
- **ISO/IEC 20000 Associate Manager/Auditor**
 - Planning the IT Service Management System
 - Managing the IT Service Management System
 - Measuring, Monitoring and Reporting on the IT Service Management System
 - Improving the IT Service Management Processes
 - Practical Assignments
- **ISO/IEC 20000 Professional Support of IT Services**
 - Plan for the Support of IT Services
 - Incident Management
 - Problem Management
 - Implement and Manage Support of IT Services
 - Measure, Monitor and Report on Support of IT Services
 - Improve Support of IT Services
 - Practical Assignments
- **ISO/IEC 20000 Professional Control of IT Services**
 - Plan for the Control of IT Services
 - Planning and Implementing New or Changed Services
 - Configuration Management
 - Change Management
 - Release Management
 - Implement and Manage Control of IT Services
 - Measure, Monitor and Report on Control of IT Services
 - Improve Control of IT Services
 - Practical Assignments
- **ISO/IEC 20000 Professional Management and Improvement of ITSM Processes**
 - Plan for the Management and Improvement of ITSM Processes
 - Requirements for a Management System
 - Planning and Implementing Service Management
 - Implement and Manage the Management and Improvement of ITSM Processes



- Measure, Monitor and Report on the Management and Improvement of ITSM Processes
- Improve Management and Improvement of ITSM Processes
- Practical Assignments
- **ISO/IEC 20000 Professional Alignment of IT and the Business**
 - Plan for the Alignment of IT and the Business
 - Business Relationship Management
 - Service Level Management
 - Service Reporting
 - Supplier Management
 - Budgeting and Accounting of IT Services
 - Implement and Manage Alignment of IT and the Business
 - Measure, Monitor and Report on Alignment of IT and the Business
 - Improve Alignment of IT and the Business
 - Practical Assignments
- **ISO/IEC 20000 Professional Delivery of IT Services**
 - Plan for the Delivery of IT Services
 - Service Continuity and Availability Management
 - Capacity Management
 - Information Security Management
 - Implement and Manage Delivery of IT Services
 - Measure, Monitor and Report on Delivery of IT Services
 - Improve Delivery of IT Services
 - Practical Assignments
- **ISO/IEC 20000 Consultant Manager**
 - Planning the IT Service Management System
 - Implementing the IT Service Management System
 - Measuring, Monitoring and Reporting on the IT Service Management System
 - Improving the IT Service Management System
 - Practical Assignments
- **ISO/IEC 20000 Executive Consultant Manager**
 - Setting the Direction for the IT Organization
 - Directing the IT Organization
 - Monitoring the Performance of the IT Organization
 - Governing the IT Service Management System
- **ISO/IEC 20000 Internal Auditor**
 - Planning Audit Programs in an ITSM Environment
 - Implementing and Managing Audit Programs and Internal Audits in an ITSM Environment
 - Measuring, Monitoring and Reporting Internal Audits
 - Improving Internal Audits in an ITSM Environment



More Information

For more information call us at (+1) 480-699-9642, or visit and logon to our website at <http://www.interpromusa.com>.

Our ISO/IEC 20000 Certified Consultants are ready to have you benefit from this standard in various ways:

- ▣ [Organizational Readiness](#)
- ▣ [ISO/IEC 20000 Assessment](#)
- ▣ [ISO/IEC 20000 Roadmap Design](#)
- ▣ [ISO/IEC 20000 Workshops](#)
- ▣ [ISO/IEC 20000 Project Management](#)
- ▣ [ISO/IEC 20000 Coaching](#)



InterProm USA is the first Accredited Training Provider in the world offering ISO/IEC 20000 Foundation, Professional and Manager certification training services. Our accredited ISO/IEC 20000 Consultants/Trainers can fully prepare your IT organization to become certified for this international IT Service Management standard.

***ISO/IEC 20000 -
The only way to become 'ITIL-compliant'***



InterProm USA is an accredited ITIL, ISO/IEC 20000 and ISO/IEC 27002-Training Provider (ATP) by EXIN for ALL ITIL®, ISO/IEC 20000 and ISO/IEC 270002 Certification Training Courses.

This means that our own accredited course materials, our own accredited instructors and our own accredited training services comply to EXIN's training course and certification examination requirements. This accreditation is your guarantee for a successful training course with certification examination results that will be accordingly.