

# ISO 20000



*Learn without  
Leaving Home..!*

# Online Course

**ZETLAN TECHNOLOGIES**  
[www.zetlantech.com](http://www.zetlantech.com)

## Course Modules

### 1.Introduction

- Recognize industry standards/best practices in Service Mngmt
- Differences & relationships between ITIL® and ISO/IEC 20000

### 2.Service Management Systems

- Management's responsibilities
- Governance
- Documentation Management
- Resource Management
- Establish & improve SMS: requirements, planning, implementg

### 3.Information Security Management

- Introduction to Information Security Management
- Security policy requirements
- Importance of security's part in the control processes
- Purpose of security control
- Access management for physical and intellectual property



# ISO 20000

## **4.Design and Transition of Services (new or changed)**

- Introduction to Processes
- Service Level Management (SLM): concepts and responsibilities
- Requirements for continuity and availability management
- Activities related to monitoring and managing availability
- Budgeting and Accounting
- Financial management
- Capacity management

## **5.Relationship processes**

- Business Relationship Management (BRM)
- Supplier management

## **6.Resolution processes**

- Incident and service request management: restoratr n of service
- Problem management: procedures and activities, management

## **7.Control processes**

- Configuration management: Scope and information requirmnts
- Change mngmnt: change process, emergency change process
- Release & deployment management: requirements of a release



# ISO 20000

**For Enquiry: +91 8680961847**

## **8.Management system auditing**

- Defining the scope
- Scope clauses
- Types of audits and assessments
- Roles and responsibilities
- Coverage and governance of the processes
- Internal audit
- Standard application

A large, stylized, light gray letter 'Z' serves as a background for the company name.

**Zetlan Technologies**

**Free Advice: +91 9600579474**

**[www.zetlantech.com](http://www.zetlantech.com)**



**LEARN  
REMOTELY!!**

**The efficiency of online learning  
in terms of time management,  
flexibility, and the ability  
to access resources anytime,  
anywhere can be compelling.**



**ZETLAN TECHNOLOGIES**  
**[www.zetlantech.com](http://www.zetlantech.com)**

**For contact: +91 8680961847  
+91 9600579474**

