

Course Code: **M894**

ISO/IEC 20000-1:2018. Service Management System

COURSE INFORMATION

Sessions
1 day

Duration
7.5 hrs

Level
Beginner

Assessment
NA

VENUE

Address: 3/5 Esan Close, College Estate, Off Oko Oloyun Street, Off Isheri-Igando Expressway, Igando Lagos, Nigeria 100216.

WHAT'S THIS COURSE ABOUT

Topic 1 Context of Organization and Leadership

About the ISO/IEC 20000 series

Understanding the organization and its context

Needs and expectations of interested parties

The scope of the Service Management System

Leadership and commitment

The service management policy

Organizational roles, responsibilities and authorities

Topic 2 Planning, Support

Actions to address risks and opportunities

Service management objectives and planning to achieve them

Plan the Service management...

COURSE FEE

Full Fee NGN 170,000.00

CERTIFICATION

- **Certificate of Completion from Tertiary Courses** - Upon meeting at least 75% attendance and passing the assessment(s), participants will receive a Certificate of Completion from Tertiary Courses.

REGISTRATION

<https://www.tertiarycourses.com.ng/iso-iec-20000-1-2018-service-management-system.html>



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SUPPORT

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