



Course Code: C895

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

### COURSE INFORMATION

Sessions  
1 day

Duration  
7.5 hrs

Level  
Beginner

Assessment  
NA

#### VENUE

12 Woodlands Square #07-85/86/87 Woods Square Tower 1, Singapore 737715. 5 mins walk from Woodlands (NS9) MRT station.

The venue is disabled-friendly.

### 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 S\$350.00 Before GST

GST S\$31.50 9% of fee

Total Payable S\$381.50 Including GST

## CERTIFICATION

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

## REGISTRATION

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



SCAN TO REGISTER

## SUPPORT

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