

ISO/IEC 20000 Foundation

ISO/IEC 20000 Foundation (PECB)



About this Course:

- The PECB ISO/IEC 20000 Foundation training course enables you to learn the basic elements to implement and manage a Service Management System (SMS) as specified in ISO/IEC 20000. During this training course, you will be able to understand the different modules of an SMS, including SMS policy, procedures, performance measurements, management commitment, internal audit, management review and continual improvement.

After attending this training course, you can sit for the exam, and if you successfully pass the exam, you can apply for the “PECB Certified ISO/IEC 20000 Foundation” credential. A PECB Foundation certificate shows that you have understood the concepts, principles, and the basic structure of the implementation and management of a service management framework based on the ISO/IEC 20000 international standard.

Course Goals/Skills:

- Understand the elements and operations of a service management system and its principal processes.
 - Acknowledge the correlation between ISO/IEC 20000 and other standards and regulatory frameworks.
 - Understand the approaches, methods and techniques used for the implementation and management of an SMS.
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Course Format:

<input type="checkbox"/>	<input type="checkbox"/>
Присъствен (Classroom) Курс в Учебната ни зала или В Офис на Клиент	Онлайн (Online/Virtual) Курс във виртуална зала с инструктор

Course Language Option:

<input type="checkbox"/>	<input type="checkbox"/>
Български (Bulgarian)	Английски (English)

You can choose the language in which the training will be conducted – Bulgarian or English. All our instructors are fluent in English.

Student Guides:



The training materials are available in electronic format. They can be used online / offline on any device. Lifetime access.

Lab Environment:



Each student has their own lab environment where the exercises are conducted, part of the course. You do not need to install software on a computer or special hardware requirements.

Participants in a face-to-face format in our Training Center have an individual computer during the training.

At Course Completion:

Lifetime Access - Video Archive 24/7	Certificate of Course Completion

Lifetime access to a video archive with recording of each individual lecture.

Official internationally recognized certificate for completed training course.

Course Duration:



- 2 working days (09:00 – 17:00)

or

16 hours training (theory and practice) in non-working hours lasting 1 weeks

Saturday and Sunday 10:00 – 14:00, 14:00 – 18:00, 18:00 – 22:00

Monday and Wednesday 19:00 – 23:00

Tuesday and Thursday 19:00 – 23:00

Payments :



An application for an invoice shall be accepted at the time of entry of the relevant course.

An invoice is issued within 7 days of confirmation of payment.

Next Class:

Jun 6

6 June 2026 @ 10:00 - 28 June 2026 @ 14:00 EEST 🗓

[Linux Professional Institute LPIC-1 prep for 101-500 and 102-500 \(4 weeks\)](#)

Jun 8

09:00 - 17:00 EEST 🗓

[VMware vSphere: Install, Configure, Manage \[v8\]](#)

Jun 8

8 June 2026 @ 09:00 - 12 June 2026 @ 17:00 EEST 🗓

[EC-Council – Certified Ethical Hacker \(CEHv13 EN\)](#)

Jun 15

15 June 2026 @ 09:00 - 19 June 2026 @ 17:00 EEST 🗓

[EC-Council – Certified Ethical Hacker \(CEHv13 EN\)](#)

Jun 22

22 June 2026 @ 09:00 - 26 June 2026 @ 17:00 EEST 🗓

[EC-Council – Certified Ethical Hacker \(CEHv13 EN\)](#)

[View Calendar](#)

For more information, use the contact format. We will contact you to confirm the data.