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# **A History Of The ISEB Software Testing Courses**

The ISEB foundation certificate in software testing is specifically designed for those who require knowledge of IT service management, as outlined in the ISO/IEC 20000 standard. It aims to familiarise students with the standard and acts as evidence of foundation knowledge. The certificate comprises seven learning outcomes, which include: the plan, do, check, act cycle; the importance of maintaining IT management services and understanding service management audits. These skills can be used to enter a career in software testing, and it is quite essential to get a qualification in this field in order to get a job.

Understanding service management process requirements carries the most weight in ISEB's four part syllabus. Carrying 40% of the total marks, it is divided into five parts; planning and implementing new or changed services and the objectives of the service delivery, relationship, resolution, control and release processes.

Learn key terms from the glossary; a glossary is provided via ISEB and their advanced qualification arm, ISTQB. Failure to learn from a glossary may result in delegates missing key elements of information and ignoring best practice procedures. In a similar way, assuming knowledge can be equally detrimental. As with the syllabus, a key terms glossary and approved reading list can be found online or will be distributed by your training provider.

The remaining two elements each carry 10% of the total mark and cover the understanding of management system requirements and the adoption of the Plan, Do, Check, Act cycle. Both these elements are tailored to improve service, with the PDCA cycle specifically looking at methodology and its application to service management.

Look to further their knowledge; in addition to the approved reading list provided by BCS/ ISEB there are a number of other support materials. Course tutors can advise on which of these are most effective, however if a student feels 'ready' reading materials and syllabi from the next level of certification can help cement knowledge and enhance the learning experience, while preparing you for the next level.

To enter the profession of software testing, it will be essential for you to take some [software testing training courses](#), and you should take the [iseb foundation certificate in software testing](#) to get you started

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