



IT098: ISO 20000 Lead Implementation

Training Description:

The benefits of implementing a service management system (SMS) based on the requirements of ISO/IEC 20000-1 are manifold: the management system is based on ISO's high-level structure (HLS) which allows an easier integration with existing management systems, the standard comprises practices proven to be useful in the service management industry, requirements stated in clauses 4–10 allow the organization to establish a structured approach to manage service provision activities and deliver value to its customers, the standard allows the organization to establish a baseline upon which it can improve in the future.

The training course aims to provide in-depth understanding of ISO/IEC 20000-1 requirements, as well as good practices and approaches used for the implementation and subsequent maintenance of the service management system.

After attending the training course, you can take the exam. If you pass, you can apply for the "PECB Certified ISO/IEC 20000 Lead Implementer" credential.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Gain a comprehensive understanding of the concepts, approaches, methods, and techniques used for the implementation and effective management of an SMS.
- ✓ Acknowledge the correlation between ISO/IEC 20000-1, standards in the ISO/IEC 20000 series, and other ISO standards.
- ✓ Gain the ability to interpret the requirements of ISO/IEC 20000-1 in the specific context of an organization.
- ✓ Develop the necessary knowledge and expertise to support an organization in effectively planning, implementing, managing, monitoring, and maintaining an SMS.
- ✓ Acquire the expertise to advise an organization in implementing SMS best practices

Training Designed for:

This course is intended for • Managers or consultants involved in and concerned with the implementation of a service management system in an organization • Managers and employees seeking to help their organization meet the service requirements and deliver value • Project managers, consultants, or expert advisers seeking to master the implementation of a service management system based on the requirements of ISO/IEC 20000-1 • Individuals responsible for maintaining conformity with the ISO/IEC 20000-1 requirements in an organization • Members of an SMS implementation team.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ Pre-test
- ❖ Introduction to Information Technology Service Management System (ITSMS) concepts as required by ISO 20000; Initiating an ITSMS
 - Introduction to management systems and the process approach
 - Presentation of the standards ISO 20000 family of standards and comparison with ITIL V2 and V3
 - Fundamental principles of Information Technology Service
 - Preliminary analysis and establishment of the maturity level of an existing Information Technology Service management system based upon ISO 21827
 - Writing a business case and a project plan for the implementation of an ITSMS

DAY TWO:

- ❖ Planning an ITSMS based on ISO 20000
 - Definition of the scope of an ITSMS
 - Definition of an ITSMS policy and objectives
 - Documentation of the processes and procedures
 - Service level management
 - Budgeting and accounting for IT services
 - Competence management

DAY THREE:

- ❖ Implementing an ITSMS based on ISO 20000
 - Change management
 - Configuration and release management
 - Capacity and availability management
 - Service continuity and security management
 - Incident and problem management
 - Operations management of an ITSMS



DAY FOUR:

- ❖ Controlling, monitoring and measuring and improving an ITSMS; certification audit of an ITSMS
 - Controlling and Monitoring an ITSMS
 - Development of metrics, performance indicators and dashboards
 - ISO 20000 internal Audit
 - Management review of an ITSMS
 - Implementation of a continual improvement program
 - Preparing for an ISO 20000 certification audit

DAY FIVE:

- ❖ Certification Exam
- ❖ Course Conclusion
- ❖ POST-TEST and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Prerequisites:

ISO 20000 Foundation Certification or basic knowledge of ISO 20000 and ITIL is recommended

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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