

€ TRAINING

ISO IEC 20000 Lead Implementer





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Introduction:

This program is designed to prepare participants for the certification exam only.

This training program is designed to equip participants with the knowledge and skills required to lead the implementation of the ISO/IEC 20000 standard for IT Service Management. Participants will learn how to effectively plan, implement, manage, and maintain an IT service management system SMS aligned with ISO/IEC 20000 requirements.

Program Objectives:

By the end of this program, participants will be able to:

- Understand the principles and requirements of ISO/IEC 20000.
- Plan and initiate the implementation of an IT service management system.
- Lead and manage the implementation process according to ISO/IEC 20000 standards.
- Monitor, review, and improve the effectiveness of an IT SMS.
- Prepare for and support organizations in achieving ISO/IEC 20000 certification.

Target Audience:

- IT Managers.
- IT Service Managers.
- IT Professionals involved in IT service management.
- Quality Managers.
- Consultants specializing in IT service management.

Program Outline:

Unit 1:

Introduction to ISO/IEC 20000:

- Overview of ISO/IEC 20000 and its importance.

- Key principles and concepts of IT service management.
- Benefits of implementing ISO/IEC 20000.
- Scope and structure of the ISO/IEC 20000 standard.
- Case studies on successful ISO/IEC 20000 implementations.

Unit 2:

Planning the Implementation:

- Understanding organizational context and stakeholders.
- Defining the scope of the IT service management system SMS.
- Developing an implementation plan based on ISO/IEC 20000 requirements.
- Establishing policies, objectives, and processes for IT service management.
- Resource planning and allocation for implementation activities.

Unit 3:

Implementing ISO/IEC 20000 Requirements:

- Documenting and implementing required processes and procedures.
- Monitoring and measuring IT service performance.
- Implementing service reporting and improvement mechanisms.
- Implementing service continuity and availability management.
- Implementing supplier and contractor management.

Unit 4:

Monitoring and Improving the SMS:

- Conducting internal audits of the SMS.
- Performing management reviews and performance evaluations.
- Corrective and preventive actions in IT service management.
- Continual improvement methodologies and techniques.
- Using metrics and KPIs to monitor and improve service delivery.



Unit 5:

Certification and Beyond:

- Understanding the ISO/IEC 20000 certification process.
- Preparing for external audits and certification assessments.
- Prepare for the certification exam.
- Case studies of organizations achieving ISO/IEC 20000 certification.
- Future trends and developments in IT service management.

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