

# € TRAINING

IT Service Management ISO IEC 20000 Lead  
Implementer

A group of four smiling business professionals (two men and two women) in a meeting room. They are wearing white shirts. The woman in the foreground is wearing a black top and a multi-strand necklace. The background is blurred, showing a modern office environment.

2 - 6 September 2024  
Kuala Lumpur (Malaysia)



# IT Service Management ISO IEC 20000 Lead Implementer

REF: B2018 DATE: 2 - 6 September 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5850 Euro

## Introduction:

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

This training program provides participants with essential knowledge and skills in IT Service Management ITSM based on ISO/IEC 20000 standards. It focuses on equipping them to lead the implementation of IT service management systems that comply with ISO/IEC 20000 requirements.

## Program Objectives:

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

- Understand the principles and requirements of ISO/IEC 20000 for IT Service Management.
- Plan, implement, and manage an IT service management system SMS based on ISO/IEC 20000.
- Align IT service management with business objectives and customer requirements.
- Monitor, measure, and evaluate the performance of an ITSM system.
- Prepare for the certification of ISO/IEC 20000 Lead Implementer.

## Targeted Audience:

- IT Managers.
- IT Service Managers.
- IT Professionals involved in ITSM implementation and management.
- Quality Assurance Professionals.
- Consultants specializing in IT service management.

## Program Outline:

### Unit 1:

#### Introduction to ISO/IEC 20000:

- Overview of IT Service Management and its importance.
- Introduction to ISO/IEC 20000 standards and its benefits.

- Structure and requirements of ISO/IEC 20000-1 and ISO/IEC 20000-2.
- Relationship with other standards ITIL, ISO 9001.
- Importance of aligning IT services with business objectives.

## Unit 2:

### Planning the IT Service Management System SMS:

- Establishing the scope and objectives of the ITSM system.
- Understanding organizational context and stakeholders' needs.
- Defining policies, processes, and procedures according to ISO/IEC 20000.
- Roles and responsibilities in an ITSM environment.
- Developing a plan for ITSM implementation and deployment.

## Unit 3:

### Implementing the ITSM System:

- Designing and implementing service management processes.
- Documenting and controlling ITSM documentation policies, procedures, manuals.
- Implementing controls and measures to ensure compliance with ISO/IEC 20000.
- Training and awareness programs for ITSM stakeholders.
- Conducting readiness assessments and gap analysis.

## Unit 4:

### Performance Evaluation and Improvement:

- Monitoring, measurement, analysis, and evaluation of ITSM performance.
- Internal audits and management reviews of the ITSM system.
- Implementing corrective actions and continuous improvement initiatives.
- Establishing KPIs and metrics for ITSM effectiveness.

## Unit 5:



## Case Studies and Practical Exercises:

- Case studies of successful ISO/IEC 20000 implementations.
- Practical exercises on implementing ITSM processes and controls.
- Integration of ISO/IEC 20000 with other management systems ISO 9001, ISO 27001.
- Preparation for ISO/IEC 20000 Lead Implementer certification exam.
- Reviewing real-world scenarios and lessons learned in ITSM implementations.

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