

€ TRAINING

IT Service Management ISO IEC 20000 Lead
Implementer

A group of four smiling business professionals in a meeting. A woman in a black top and necklace is in the foreground, looking towards the camera. Behind her are three other people (two men and one woman) in white shirts, looking towards the right. The background is a bright, modern office setting.

9 - 13 March 2025
Dubai (UAE)



IT Service Management ISO IEC 20000 Lead Implementer

REF: B2018 DATE: 9 - 13 March 2025 Venue: Dubai (UAE) - Fee: 5310 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.
- Importance of training and awareness programs for ITSM stakeholders.
- Techniques for 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.

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