€ TRAINING

ISO/IEC 20000-1:2018 Lead Implementer

11 - 15 August 2024
Dubai (UAE)

ISO/IEC 20000-1:2018 Lead Implementer

Introduction

This training combines our ISO 20000-1 requirements and implementation courses, with an additional 2 days of content with examination. This will provide you with: An in-depth understanding of the Standard; the best practice methods to implement the Standard within your organization; and ensure its effectiveness by teaching you management skills such as; leadership, effective delegation, problem solving and motivation.

Course Objective

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

- Gain an in-depth knowledge of the requirements of ISO 20000-1
- Develop the confidence to apply this knowledge within your organization
- Be able to perform a detailed gap analysis and project plan
- Know what each clause requires for effective implementation
- Develop the management skills to be able to effectively lead the implementation of an effective ISO 20000-1 management system within your organization
- Be able to prove your knowledge via completion of the course exam

Targeted Audience

Those who are responsible for the management and implementation of an ISO 20000-1:2018 management system.

Course Outlines

Unit 1:

- Describe an SMS
- Explain why an SMS is important and its benefits
- Explain the background of ISO/IEC 20000-1 and its intended outcome

Unit 2:

- Recall the terms and definitions used
- Define the key concepts and structure of ISO/IEC 20000-1
- Identify the main requirements of ISO/IEC 20000-1

Unit 3:

- Recognize the route to certification
- Recognize a typical framework for implementing ISO/IEC 20000-1
- Interpret key concepts and requirements of ISO/IEC 20000-1 from an implementation perspective

Unit 4:

- Identify the benefits specific to your organization in relation to implementing an effective SMS

- Prepare for third party certification
- Conduct a baseline review of an organization□s current position with regard to ISO/IEC 20000-1

Unit 5:

- Create and support the implementation of an action plan
- Implement key requirements of ISO/IEC 20000-1

Unit 6:

- Identify the leadership skills, based on best practice, to lead the implementation of a management system, including:
- Leading the implementation project
- Support and planning tools
- Facilitating organizational change
- Effective delegation
- Motivation