



ISO/IEC 20000 Lead Implementer



12 - 16 May 2024  
Sharm El-Sheikh (Egypt)  
Sheraton Sharm Hotel,  
Resort,



# ISO/IEC 20000 Lead Implementer

REF: B2392 DATE: 12 - 16 May 2024 Venue: Sharm El-Sheikh (Egypt) - Sheraton Sharm Hotel, Resort, Fee: 4095 Euro

## Introduction:

In today's fast-paced and technology-driven business environment, the effective management of IT services is crucial for the success of any organization. ISO/IEC 20000 is the international standard that sets out the requirements for a service management system, helping organizations deliver high-quality IT services while maintaining cost-efficiency. The ISO/IEC 20000 Lead Implementer Training is a comprehensive 5-day program designed to equip participants with the knowledge and skills needed to implement and manage an ISO/IEC 20000-compliant service management system effectively.

## Course Objectives:

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

- Understand the principles and key concepts of ISO/IEC 20000.
- Implement a service management system aligned with ISO/IEC 20000 requirements.
- Lead the planning and execution of ISO/IEC 20000 certification initiatives.
- Establish and maintain effective service management processes.
- Ensure continual improvement of IT service delivery.
- Develop the necessary skills to successfully manage service providers and customer relationships.
- Prepare for ISO/IEC 20000 Lead Implementer certification.

## Targeted Audience:

- IT Managers and Directors
- Service Managers
- IT Governance Professionals
- Process Owners
- Quality Managers
- Consultants and Auditors
- Anyone involved in the planning and implementation of IT service management systems

## Course Outlines:

### Unit 1: Introduction to ISO/IEC 20000

- Overview of ISO/IEC 20000 and its significance
- Key principles and concepts of service management
- Understanding the PDCA Plan-Do-Check-Act cycle in ISO/IEC 20000

### Unit 2: Planning and Implementation

- Requirements for planning the implementation of an ISO/IEC 20000-compliant service management system
- Defining roles, responsibilities, and scope
- Risk assessment and management

### Unit 3: Service Management Processes

- Developing and implementing service management processes
- Incident, problem, and change management
- Service level management and continual service improvement

#### Unit 4: Service Provider Relationships

- Managing service providers and supplier relationships
- Service agreements, contracts, and SLAs
- Performance measurement and monitoring

#### Unit 5: Certification and Continual Improvement

- Preparing for ISO/IEC 20000 certification
- Internal and external audits
- Continual improvement and maintaining compliance