€TRAINING

ISO IEC 20000 1 2018 Lead Implementer

2 - 6 December 2024
Milan (Italy)

ISO IEC 20000 1 2018 Lead Implementer

REF: A1622 DATE: 2 - 6 December 2024 Venue: Milan (Italy) - Fee: 5940 Euro

Introduction:

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

This training program provides comprehensive training on implementing IT service management systems according to ISO/IEC 20000-1:2018 standard. It empowers participants to enhance organizational efficiency and customer satisfaction through effective IT service delivery and management.

Program Objective

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

- Understand and interpret the requirements of ISO/IEC 20000-1:2018 standard.

- Plan, implement, and manage IT service management systems effectively.

- Establish and document IT service management policies, procedures, and processes.

- Prepare for ISO/IEC 20000-1:2018 certification audits and maintain continual compliance.

- Drive continual improvement in IT service delivery and customer satisfaction.

- Prepare for the certification exam.

Targeted Audience:

- IT managers and executives responsible for implementing IT service management systems.

- IT professionals involved in IT service delivery and management.

- Quality assurance and compliance managers.

- Project managers leading IT service management implementation projects.

- Personnel seeking to enhance their knowledge and skills in implementing ISO/IEC 20000-1:2018.

Program Outlines:

Unit 1:

Introduction to ISO/IEC 20000-1:2018 Standard:

- Overview of ISO/IEC 20000-1:2018 standard and its significance in IT service management.

- Understanding the structure and key requirements of ISO/IEC 20000-1:2018.

- Roles and responsibilities of a lead implementer in implementing IT service management systems.

- Relationship between ISO/IEC 20000-1:2018 and other management system standards.

- Importance of effective IT service management in organizational performance and customer satisfaction.

Unit 2:

Scope Definition and Planning:

- Defining the scope of the IT service management system SMS implementation project.

- Identifying stakeholders and their requirements.

- Developing a project plan and timeline for implementation.

- Allocating resources and establishing communication channels.

- Conducting a gap analysis to assess current practices against ISO/IEC 20000-1:2018 requirements.

Unit 3:

Implementation of ISO/IEC 20000-1:2018 Requirements:

- Establishing and documenting IT service management policies and objectives.

- Developing procedures and processes to meet ISO/IEC 20000-1:2018 requirements.

- Implementing service management processes such as incident management, problem management, and change management.

- Establishing service level agreements SLAs and operational level agreements OLAs.

- Implementing measurement and monitoring mechanisms to assess SMS performance.

Unit 4:

Performance Evaluation and Improvement:

- Developing and implementing an internal audit program to evaluate SMS effectiveness.

- Conducting internal audits and management reviews.

- Identifying non-conformities and opportunities for improvement.

- Developing corrective action plans and monitoring their implementation.

- Implementing continuous improvement initiatives to enhance SMS performance.

Unit 5:

Certification preparation and Continual Compliance:

- Preparing for ISO/IEC 20000-1:2018 certification audits.

- Conducting pre-audit checks and readiness assessments.

- Managing the certification audit process and addressing auditor findings.

- Establishing processes for maintaining continual compliance with ISO/IEC 20000-1:2018.

- Developing strategies for ongoing improvement and optimization of the SMS.

- Prepare for the certification exam.

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