



IT Service Management: ISO/IEC 20000  
Lead Implementer



7 - 11 July 2024  
Dubai (UAE)



# IT Service Management: ISO/IEC 20000 Lead Implementer

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## Introduction

Implementing a service management system SMS based on ISO/IEC 20000-1's standards has numerous advantages. The standard includes practices that have been shown to be helpful in the service management industry, the requirements stated in clauses 4-10 allow the organization to establish a structured approach to manage service provision activities and deliver value to its customers, and the standard allows the organization to establish a baseline upon which it can improve. The management system is based on ISO's high-level structure HLS, which allows an easier integration with existing management systems.

The training program aims to give participants a thorough understanding of ISO/IEC 20000-1 requirements as well as best practices and methods for setting up and maintaining the service management system.

You are able to take the exam after attending the training session. You can apply for the "Certified ISO/IEC 20000 Lead Implementer" certification if you pass. The "Certified ISO/IEC 20000 Lead Implementer" credential, which is internationally recognized, attests to your professional expertise in implementing an SMS in accordance with ISO/IEC 20000-1 specifications.

## Course Objectives

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

- Gain a thorough understanding of the ideas, strategies, tactics, and procedures employed in the implementation and efficient administration of an SMS.
- Recognize the relationship between ISO/IEC 2000-01, the ISO/IEC 20000 series of standards, and other ISO standards.
- Acquire the capacity to interpret ISO/IEC 20000-1 standards in the unique context of a company.
- Gain the information and skills required to assist a company in efficiently developing, deploying, managing, monitoring, and maintaining an SMS
- Obtain the knowledge necessary to assist a company in putting SMS best practices into effect.

## Targeted Audience

- Managers or consultants concerned with and engaged in a service management system deployment in an organization
- Managers and staff wishing to assist their company in delivering value and fulfilling service obligations
- Project managers, consultants, or knowledgeable advisors who are trying to build a service management system in compliance with ISO/IEC 20000-1 specifications.
- Those in charge of ensuring that an organization complies with ISO/IEC 20000-1 requirements
- Team members who implement SMS

## Course Outline

### Unit 1: Introduction to ISO/IEC 20000 series and the initiation of an SMS

- Goals and elements of a training program
- ISO guidelines and the ISO/IEC 20000 series

- Fundamental ideas of SMS and service management
- Beginning of SMS implementation
- The company and its environment
- A review of the current system
- SMS coverage

## Unit 2: Implementation plan of an SMS

- Commitment and leadership
- Policy and objectives for service management
- Assessing the risk
- Financial means and skill
- Consciousness and dialogue
- data that has been documented

## Unit 3: Implementation of a QMS

- portfolio of services
- Arrangement and connection
- Input and output
- Service creation, development, and transition
- Result and accomplishment
- guarantee of services

## Unit 4: SMS monitoring, continual improvement, and preparation for the certification audit

- Monitoring, evaluating, measuring, and assessing
- an internal review
- management evaluation
- Treatment of deviations
- Constant development
- Getting ready for the certification audit

## Unit 5: Certification Exam