



Inspiring growth and improvement

ISO 20000 Lead Implementer

Accredited by PECB

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Highlights

Experienced & accredited trainers

Accredited training material

Training & examination in 5 days

31 CPDs

Excellent first attempt pass ratio

One free exam retake *(if required)*

**Mastering the implementation and
management of an IT Service Management
System (SMS) based on ISO 20000**

Introduction

This five-day intensive course enables participants to develop the necessary expertise to support an organization in implementing and managing an IT Service Management System as specified in ISO/IEC 20000-1. Also, the participant will gain a thorough understanding of best practices for planning and implementing IT Service Management processes starting from the six fields of ISO 20000, planning and implementing new and changed services, service delivery processes, relationship management processes, problem resolution processes, control processes and release processes. This training is consistent with the project management practices established in ISO 10006 (Quality Management Systems - Guidelines for Quality Management in Projects). This training is fully compatible with ISO 20000-2 (Guidelines for the Implementation of an SMS) and ITIL.

Learning Objectives

- To acknowledge the correlation between ISO/IEC 20000-1, ISO/IEC 20000-2 and other standards and regulatory framework
- To master the concepts, approaches, methods and techniques used for the implementation and effective management of an ITSMS
- To learn how to interpret the ISO/IEC 20000-1 requirements in the specific context of an organization
- To learn how to support an organization to effectively plan, implement, manage, monitor and maintain an ITSMS
- To acquire the expertise to advise an organization in implementing IT Service Management System best practices

Contents

- **Day 1: Introduction to ISO/IEC 20000 and initiation of an ITSMS**
 - ▶ Course objectives and structure
 - ▶ Normative and regulatory framework
 - ▶ Fundamentals of service management
 - ▶ Service Management System (SMS) based on ISO/IEC 20000
 - ▶ Initiating the SMS implementation
 - ▶ Understanding the organization and clarifying the SMS objectives
 - ▶ Analysis of existing management system
 - ▶ Formalization and approval of the SMS project
- **Day 2 Plan the implementation of an ITSMS**
 - ▶ Service Management System
 - ▶ SMS scope
 - ▶ Policies for SMS
 - ▶ Management responsibility
 - ▶ Documentation requirements
 - ▶ Process design
 - ▶ Training, awareness and communication
- **Day 3: Implementing an ITSMS**
 - ▶ Implementation of new or changed services
 - ▶ Service delivery processes
 - ▶ Relationship Management
 - ▶ Resolution Process
 - ▶ Control Processes
- **Day 4: Controlling, monitoring and measuring and improving an SMS; certification audit of an SMS**
 - ▶ Controlling and Monitoring an SMS Measurement of the SMS
 - ▶ Internal audit h Management Review
 - ▶ Continual improvement management
 - ▶ Preparing for the certification audit
 - ▶ Competence and evaluation of implementers
 - ▶ Closing the training
- **Day 5: Certification Exam**

Recommended Participants

Managers or consultants involved in IT Service Management

- Expert advisors seeking to master the implementation of an IT Service Management System
- Individuals responsible for maintaining conformance with ITSMS requirements
- ITSMS team members

Prerequisites

ISO 20000 Foundation Certification or basic knowledge of ISO 20000 and ITIL is recommended.

Course Format

This training is based on both theory and practice:

- Sessions of lectures illustrated with examples based on real cases
- Practical exercises based on a full case study including role playing and oral presentations
- Review exercises to assist the exam preparation
- Practice test similar to the certification exam.

Duration

5 days, including certification examination on the last day.

Materials Provided

- Course reference manual containing copy of course slides, support documents, quizzes and answers
- Course Certificate
- Exam certificate on passing the ISO/IEC 20000 Lead Implementer examination

CPDs Assigned

This course qualifies for Thirty One (31) CPDs.

Certification Exam

A 3-hour certification exam is scheduled on the last day of the course. The exam is paper-pencil based.

About Business Beam

Business Beam is a top of the line Management consultancy, training and outsourcing firm that helps organizations solve problems in strategy, governance, operations, quality, services, projects, information security, business continuity, human resources, risks and internal audit.

Established in 2004 with a vision to drive organizations towards corporate excellence, Business Beam has served hundreds of organizations of various sizes, different domains and geographical regions. Business Beam partners with customers to convert them into high-performance businesses and governments. We feel honored to help them grow!

Our training program has successfully reached to more than 7,000 professionals and executives, from 25+ different nationalities, and representing 1000+ organizations.

Business Beam is AXELOS certified partner and Accredited Training Organization (ATO) for COBIT, ITIL, PRINCE2, P3O and DevOps. We are also itsMF member, PECB partner, ISACA official licensee and CMMI Institute partner.

Contact Us

To find out more about how Business Beam can help you meet your growth objectives, visit www.businessbeam.com or contact us at training@businessbeam.com

