

CERTIFIED ISO/IEC 20000 LEAD IMPLEMENTER TRAINING AND CERTIFICATION

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WHAT IS LEAD IMPLEMENTER?

- ISO/IEC 20000 is recognized as the first international standard for IT service management, which states the requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain, and improve an SMS.
- The standard includes two main parts which enable IT service providers to identify methods to develop the quality of the services they deliver to their clients, both internally and externally

BENEFIT OF LEAD IMPLEMENTER

- Improved credibility
- Increased client satisfaction
- Increased comprehension of business objectives
- Improved brand reputation
- Development of new capabilities
- Reducing response time
- Leveraged ITIL experience
- Increased ability to plan and control
- Decreased incidents
- Creates a culture of continuous improvement
- Gain competitive advantage

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WHO SHOULD ATTEND?

- Project managers or consultants willing to implement of a Service Management System (SMS)
- ISO 20000 auditors who wish to fully understand the SMS implementation process
- Individuals responsible for the SMS conformity in an organization
- Technical experts wanting to prepare for an SMS function

LEARNING OBJECTIVES

- To understand the implementation of a Service Management System in accordance with ISO 20000
- To gain a comprehensive understanding of the concepts, approaches, standards, methods and techniques allowing an effective management of a Service Management System
- To know the interrelationships between ISO/IEC 20000-1, ISO/IEC 20000-2 and ITIL
- To acquire the necessary expertise to manage a team in implementing the ISO 20000 standard
- To acquire expertise to support an organization in implementing, managing and maintaining a Service Management System (SMS) as specified in ISO/IEC 20000



COURSE CONTENTS

Introduction to Service Management System (SMS) concepts as required by ISO 20000; initiating an SMS

- Presentation of the ISO 20000 family of standards and comparison with ITIL V2 and V3
- Fundamental principles of Service Management System
- Preliminary analysis and establishment of the maturity level of an existing SMS
- Writing a business case and a project plan for the implementation of an SMS

Planning an SMS based on ISO 20000

- Definition of the scope of an SMS
- Definition of an SMS policy and objectives
- Documentation of the processes and procedures and SLAs
- Budgeting and accounting for IT services

Implementing an SMS based on ISO 20000

- Change, configuration, release, capacity and availability management
- Service continuity and security management
- Incident and problem management
- Operations management of an SMS

Controlling, monitoring, measuring and improving an SMS certification audit of an SMS in accordance with ISO 20000

- Controlling and monitoring an SMS
- Development of metrics, performance indicators and dashboards
- ISO 20000 internal audit and management review
- Implementation of a continual improvement program
- Preparing for an ISO 20000 certification audit



CERTIFICATION

- After successfully completing the exam, participants can apply for the credentials of Certified ISO/IEC 20000 Provisional Implementer, Certified ISO/IEC 20000 Implementer or Certified ISO/IEC 20000 Lead Implementer, depending on their level of experience
- A certificate will be issued to participants who successfully pass the exam and comply with all the other requirements related to the selected credential:

Credential	Exam	Professional Experience	SMS Project-Experience	SMS Project Experience	Other Requirements
ISO 20000 Provisional Implementer	ISO 20000 Lead Implementer Exam	None	None	None	Signing the code of ethics
ISO 20000 Implementer	ISO 20000 Lead Implementer Exam	**Two years** One year of SMS work experience	None	Project activities totaling 200 hours	Signing the code of ethics
ISO 20000 Lead Implementer	ISO 20000 Lead Implementer Exam	**Five years** Two year of SMS work experience	None	Project activities totaling 300 hours	Signing the code of ethics

GENERAL INFORMATION

- Certification fees are included on the exam price
- A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued
- In case of exam failure, you can retake the exam within 12 months for free

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