



ISO/IEC 20000
Lead Implementer

Why **should** you attend?

The benefits of implementing a service management system (SMS) based on the requirements of ISO/IEC 20000-1 are manifold: the management system is based on ISO's high-level structure (HLS) which allows an easier integration with existing management systems, the standard comprises practices proven to be useful in the service management industry, 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, the standard allows the organization to establish a baseline upon which it can improve in the future.





Duration
5 DAYS

The training course aims to provide in-depth understanding of ISO/IEC 20000-1 requirements, as well as good practices and approaches used for the implementation and subsequent maintenance of the service management system.

After attending the training course, you can take the exam. If you pass, you can apply for the "PECB Certified ISO/IEC 20000 Lead Implementer" credential. Internationally recognized, the "PECB Certified ISO/IEC 20000 Lead Implementer" certificate validates your professional capabilities and competence in implementing an SMS based on the requirements of ISO/IEC 20000-1.

Who **should** attend?

01

Managers or consultants involved in and concerned with the implementation of a service management system in an organization.

02

Managers and employees seeking to help their organization meet the service requirements and deliver value.

03

Individuals responsible for maintaining conformity with the ISO/IEC 20000-1 requirements in an organization.

04

Members of an SMS implementation team.

05

Project managers, consultants, or expert advisers seeking to master the implementation of a service management system based on the requirements of ISO/IEC 20000-1.

Learning Objectives

Gain a comprehensive understanding of the concepts, approaches, methods, and techniques used for the implementation and effective management of an SMS.

Acknowledge the correlation between ISO/IEC 20000-1, standards in the ISO/IEC 20000 series, and other ISO standards.

Gain the ability to interpret the requirements of ISO/IEC 20000-1 in the specific context of an organization.

Develop the necessary knowledge and expertise to support an organization in effectively planning, implementing, managing, monitoring, and maintaining an SMS.

Acquire the expertise to advise an organization in implementing SMS best practices.

Educational Approach

01

Theories, approaches, and good practices used in service management.

02

Lecture sessions, which are illustrated with examples and practical exercises based on a case study that include discussions.

03

Interactions made between participants by means of questions and suggestions.

Prerequisites

The main requirements for participating in this training course are a basic knowledge of ISO management system standards, a general understanding of ISO/IEC 20000-1, and an awareness of the management system implementation principles.



Course is including the Official Materials and Exam Voucher.



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