PECB

BEYOND RECOGNITION


PECB Certified ISO/IEC 20000
Lead Implementer

Master the implementation and management of IT Service Management Systems (ITSMS) based on ISO/IEC 20000

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.

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.
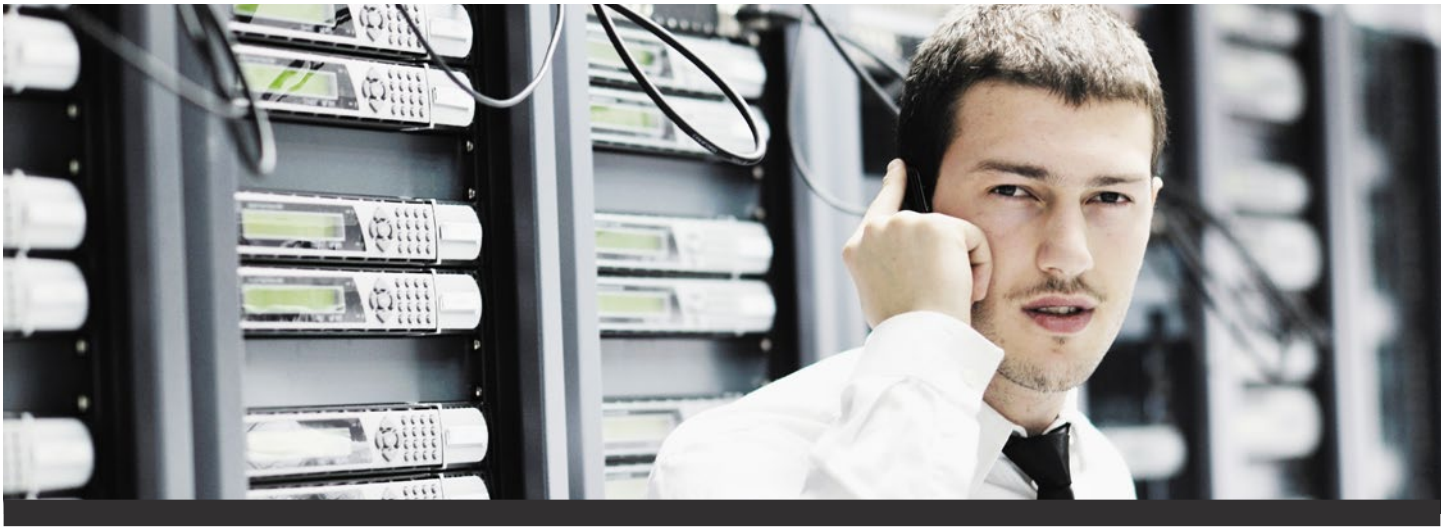
Who should attend?

The ISO/IEC 20000 Lead Implementer training course is intended for:

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

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

➤ 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

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

➤ Members of an SMS implementation team

Course agenda   Duration: 5 days

Day 1 | Introduction to ISO/IEC 20000 series and the initiation of an SMS

➤ Training course objectives and structure
➤ ISO standards and ISO/IEC 20000 series
➤ Fundamental concepts of service management and the SMS
➤ Initiation of the SMS implementation

➤ The organization and its context
➤ Analysis of the existing system
➤ SMS scope

Day 2 | Implementation plan of an SMS

➤ Leadership and commitment
➤ Service management policies and objectives
➤ Risk assessment

➤ Resources and competence
➤ Awareness and communication
➤ Documented information

Day 3 | Implementation of an SMS

➤ Service portfolio
➤ Relationship and agreement
➤ Supply and demand

➤ Service design, build, and transition
➤ Resolution and fulfillment
➤ Service assurance

Day 4 | SMS monitoring, continual improvement, and preparation for the certification audit

➤ Monitoring, measurement, analysis, and evaluation
➤ Internal audit
➤ Management review
➤ Treatment of nonconformities

➤ Continual improvement
➤ Preparation for the certification audit
➤ Closing of the training course

Day 5 | Certification Exam
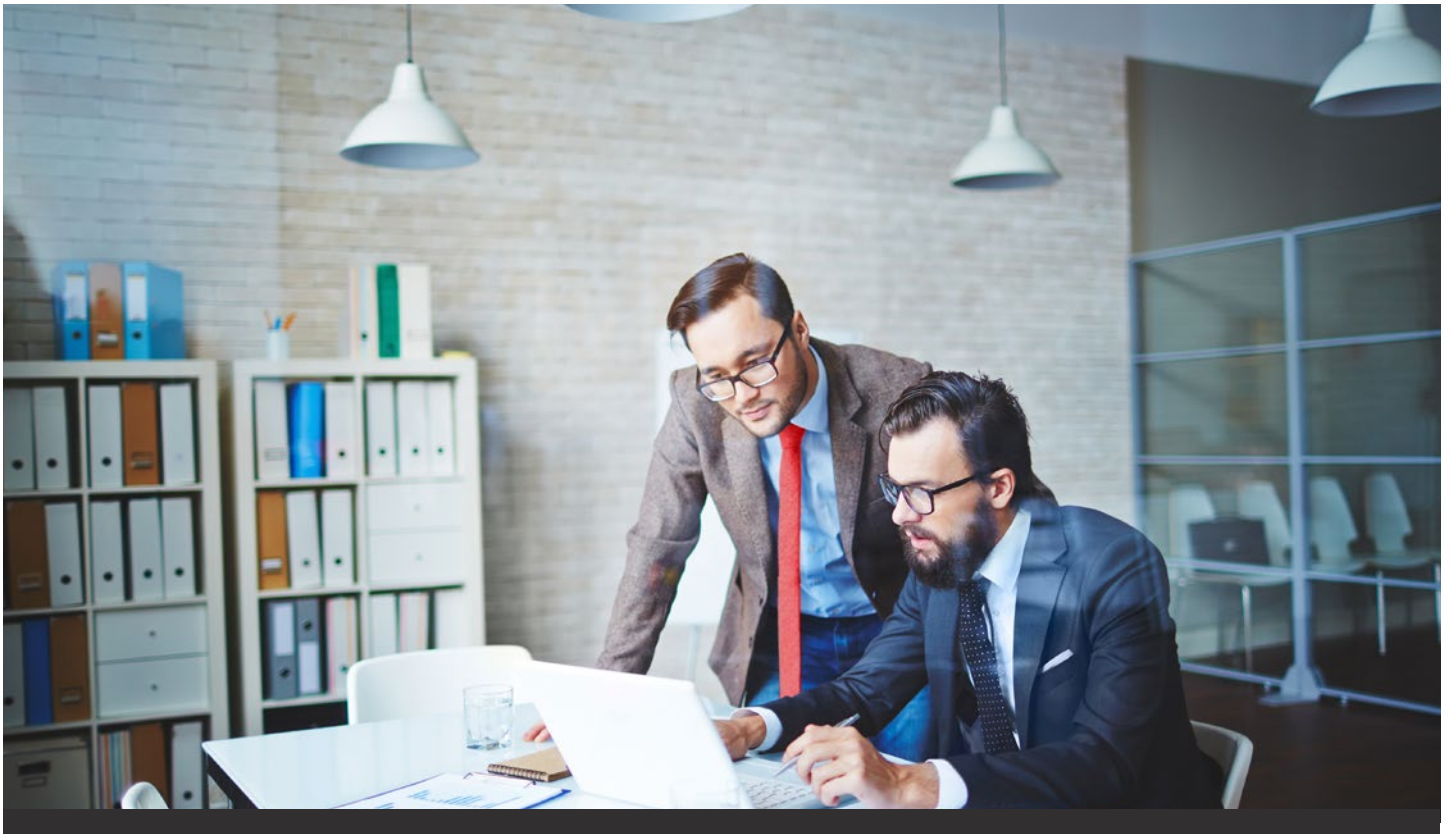
Learning objectives

This training course enables you to:

➤ 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

Examination   Duration: 3 hours

The PECB Certified ISO/IEC 20000 Lead Implementer exam fully meets the requirements of the PECB Examination and Certification Program (ECP). It covers the following competency domains:

Domain 1 │ Fundamental principles and concepts of a service management system

Domain 2 │ Service management system requirements

**Domain 3** │ Planning of an SMS implementation based on ISO/IEC 20000-1

Domain 4 │ Implementation of an SMS based on ISO/IEC 20000-1

Domain 5 │ Monitoring and measurement of an SMS based on ISO/IEC 20000-1

Domain 6 │ Continual improvement of an SMS based on ISO/IEC 20000-1

Domain 7 │ Preparation for an SMS certification audit

For specific information about exam type, languages available, and other details, please visit the List of PECB Exams and the Examination Rules and Policies.
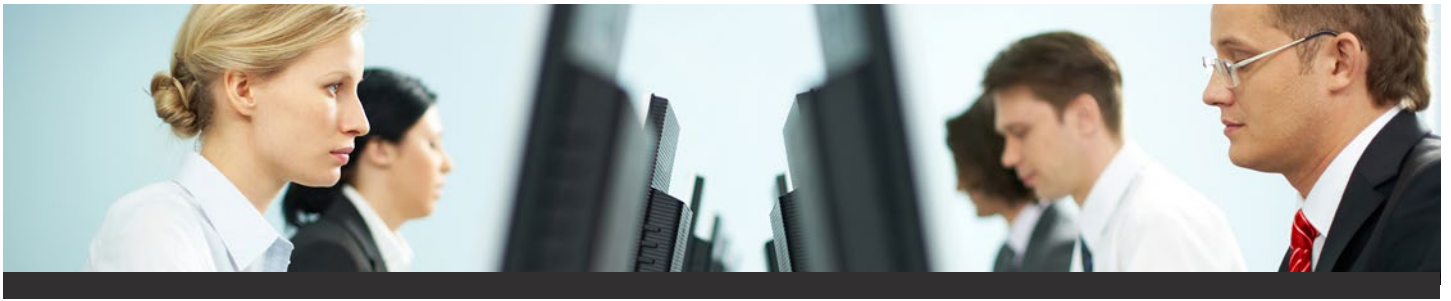
Certification

Upon the successful completion of the exam, you can apply for one of the credentials shown in the table below. You will receive a certificate once you fulfill all the requirements related to the selected credential.

For more information about the ISO/IEC 20000 certifications and the PECB certification process, please refer to the Certification Rules and Policies.

The PECB ISO/IEC 20000 Implementer certification scheme has the following requirements:

Credential	Exam	Professional experience	MS project experience	Other requirements
PECB Certified ISO/IEC 20000 Provisional Implementer	PECB Certified ISO/IEC 20000 Lead Implementer Exam or equivalent	None	None	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 20000 Implementer	PECB Certified ISO/IEC 20000 Lead Implementer Exam or equivalent	**Two years:** One year of work experience in service management	Project activities: a total of 200 hours	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 20000 Lead Implementer	PECB Certified ISO/IEC 20000 Lead Implementer Exam or equivalent	**Five years:** Two years of work experience in service management	Project activities: a total of 300 hours	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 20000 Senior Lead Implementer	PECB Certified ISO/IEC 20000 Lead Implementer Exam or equivalent	**Ten years:** Seven years of work experience in service management	Project activities: a total of 1,000 hours	Signing the PECB Code of Ethics

*Note: PECB Certified Individuals who do possess the Lead Implementer and Lead Auditor Credentials are qualified for the respective **PECB Master Credential**, given they have taken 4 additional Foundation Exams which are related to this scheme. For more detailed information about the Foundation Exams and the overall Master Requirements, please go to the following link: https://pecb.com/en/master-credentials.*

To be considered valid, the MS project experience activities should follow best implementation practices and include the following:

1. Drafting an SMS implementation plan
2. Initiating an SMS implementation
3. Implementing the SMS
4. Managing, monitoring, and maintaining an SMS
5. Identifying and acting upon continual improvement opportunities

General information

➢ Certification fees are included in the exam price.
➢ Training material containing over 450 pages of information and practical examples will be provided.
➢ An attendance record valid of 31 CPD (Continuing Professional Development) credits will be issued to participants who have attended the training course.
➢ In case of exam failure, the candidate can retake the exam once for free within 12 months following the initial exam date.

For additional information, please contact us at marketing@pecb.com or visit www.pecb.com