ISO/IEC 20000 LEAD IMPLEMENTER

Mastering the Implementation & Management of Information Technology Service Management System

megasoft

PECB

Course Description

This 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 20000-1:2011. Also, the participants will gain a thorough understanding of the 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 process, 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 ITSMS) and ITIL.

Audience

- Project managers or consultants wanting to prepare and to support an organization in the implementation of an Information Technology Service Management System (ITSMS)
- ISO 20000 auditors who wish to fully understand the Information Technology Service Management System implementation process
- Persons responsible for the Information Technology Service or Conformity in an organization
- Members of an Information Technology Service team
- Expert advisors in information technology
- Technical experts wanting to prepare for an Information Technology Service function or for an ITSMS project management function

Prerequisites

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

Learning Objectives

- ✓ To Understand the implementation of an IT Service Management System in accordance with ISO 20000
- ✓ To Gain a comprehensive understanding of the concepts, approaches, standards, methods and techniques allowing effective management of an IT Service Management System
- ✓ To Know the interrelationships between ISO/IEC 20000-1, ISO/IEC 20000-2 and ITIL
- ✓ To Understand the relationship between the information technology service management system, including the management processes and compliance with the requirements of different stakeholders of the organization
- ✓ To Acquire expertise to support an organization in implementing, managing and maintaining an Information Technology Service Management System (ITSMS) as specified in ISO/IEC 20000:2005
- ✓ To Acquire the necessary expertise to manage a team in implementing the ISO 20000 standard
- ✓ To Acquire the personal skills and knowledge necessary to advise an organization on the management best practicesof an Information Technology Service Management System (ITSMS)
- ✓ To Improve the analysis and decision-making capabilities in an IT management context.

Course Outlines

Day 1: Introduction to Information Technology Service Management System (ITSMS) concepts as required by ISO 20000; Initiating an ITSMS

- Introduction to management systems and the process approach
- Presentation of the standards ISO 20000 family of standards and comparison with ITIL V2 and V3
- Fundamental principles of Information Technology Service
- Preliminary analysis and establishmentof the maturity level of an existing Information Technology Service management system based upon ISO 21827
- Writing a business case and a project plan for the implementation of an ITSMS

Day 2: Planning an ITSMS based on ISO 20000

- Definition of the scope of an ITSMS
- Definition of an ITSMS policy and objectives
- Documentation of the processes and procedures
- Service level management
- Budgeting and accounting for IT services
- Competence management

Day 3: Implementing an ITSMS based on ISO 20000

- Change management
- Configuration and release management
- Capacity and availability management
- Service continuity and security management
- Incident and problem management
- Operations management of an ITSMS

Day 4: Controlling, monitoring and measuring and improving an ITSMS; certification audit of an ITSMS

- Controlling and Monitoring an ITSMS
- Development of metrics, performance indicators and dashboards
- ISO 20000 internal Audit
- Management review of an ITSMS
- Implementation of a continual improvement program
- Preparing for an ISO 20000 certification audit

Day 5: Certification Exam

Examination & Certification

- The "Certified ISO/IEC 20000 Lead Implementer" exam fully meets the requirements of the PECB Examination and Certification Programme (ECP). The exam covers the following competence domains:

  - o Domain 1: Fundamental principles and concepts of Information Technology Service
  - o Domain 2: Information Technology Service Best Practice based on ISO 20000-2
  - o Domain 3: Planning an ITSMS based on ISO 20000
  - o Domain 4: Implementing an ITSMS based on ISO 20000
  - o Domain 5: Performance evaluation, monitoring and measurement of an ITSMS based on ISO 20000
  - o Domain 6: Continual improvement of an ITSMS based on ISO 20000 o
  - o Domain 7: Preparing for an ISO 20000-1 certification audit

- The "Certified ISO/IEC 20000 Lead Implementer" exam is available in different languages (the complete list of languages can be found in the examination application form)

- Duration: 3 hours

- For more information about the exam, refer to PECB section on ISO 20000 Lead Implementer Exam

- 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

Additional Information

- Training Days: **5**
- CPD Certification (Credits): **31**
- Exam Duration: **3 hours**
- Retake Exam: **Yes**