



## ISO/IEC 20000 Lead Implementer

### Description

#### Master IT service management with the ISO 20000 standard

The ISO 20000 Lead Implementer training equips you with the skills needed to implement and maintain an IT Service Management System (ITSMS) compliant with ISO/IEC 20000 standards. Designed for IT professionals, this comprehensive course prepares you to efficiently integrate best practices in IT service management within your organization. You will learn to manage all key phases of implementation, from planning to monitoring, through auditing and continuous improvement.

#### A recognized certification to boost your career

By taking this course, you will not only develop technical expertise but also prepare to pass the **ISO 20000 Lead Implementer** certification exam, a benchmark in the industry. Mastering this standard ensures effective IT service management, improving the quality of services offered to both internal and external clients. With this training, you will be ready to face the challenges of service management while optimizing your organization's performance.

### Course Content

#### Day 1: Introduction to ISO/IEC 20000 and initiating an ITSMS

- Different standards and regulations
- Basic principles of IT service management
- IT Service Management System (ITSMS)
- Initiating the ITSMS implementation phase
- Understanding the structure and setting IT service management objectives
- Analyzing the current management system
- Modeling and validating the ITSMS project

#### Day 2: Planning ITSMS implementation

- Implementing the IT service management system
- Defining the ITSMS scope
- Creating ITSMS policies

- Management responsibility levels
- Documentation requirements
- Designing processes
- Training, awareness, and communication with teams

### **Day 3: Implementing the ITSMS**

- Implementing new services or modifying existing services
- Service delivery process
- Managing relationships
- Resolution and control processes

### **Days 4 and 5: Supervision, improvement, and certification audit of the ITSMS**

- Monitoring and measurement tools
- Analysis and evaluation
- Internal audit
- Management review
- Handling non-conformities
- Continuous improvement
- Preparing for the certification audit
- Skills and evaluation of implementers

### **Final half-day**

- ISO 20000 Lead Implementer certification exam (duration: 3 hours)

### **Documentation**

- Digital course material included

### **Exam**

- This course prepares you for ISO/CEI 20000 Lead Implementer certification. If you would like to take this exam, please contact our secretariat, who will inform you of the price and take care of all the administrative formalities for you.

### **Participant profiles**

- IT service management professionals
- IT consultants
- Internal auditors specialized in ISO/IEC 20000
- ITSM implementation consultants
- Members of an ITSMS team

### **Prerequisites**

- Basic knowledge of IT service management
- Understanding of ISO/IEC 20000 standards
- Experience in IT systems management
- Familiarity with auditing and certification processes

### **Objectives**

- Understand ISO/IEC 20000 standards

- Implement an ITSMS compliant with ISO 20000
- Oversee IT process implementation
- Plan IT service management
- Audit and continuously improve IT services
- Prepare for ISO 20000 certification audit

### **Description**

Training for ISO/IEC 20000 Lead Implementer certification

### **Niveau**

Intermédiaire

### **Classroom Registration Price (CHF)**

4900

### **Virtual Classroom Registration Price (CHF)**

4650

### **Duration (in Days)**

5

### **Reference**

ISO-20000LI