



ISO/IEC 20000 Lead Implementer Training Course

21 – 25 February 2027
Amman (Jordan)





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Introduction:

Implementing a Service Management System SMS according to the ISO/IEC 20000 standard offers numerous benefits, as this standard includes valuable practices in the service management industry. The ISO/IEC 20000 Lead Implementer training course reviews the frameworks and methodologies to ensure compliance with this global standard. It provides practical guidelines on establishing, auditing, and developing service management systems to meet the standards. It emphasizes creating an organized approach to managing service delivery activities and delivering customer value. The standard enables the organization to build a foundation for performance improvement.

The management system is based on ISO's high-level structure HLS, allowing easier integration with existing management systems. The ISO/IEC 20000 Lead Implementer training program aims to give participants a thorough grasp of ISO/IEC 20000-1 standards, best practices, and methods for setting up and maintaining the service management system.

You can take the exam after attending the ISO/IEC 20000 Lead Implementer training session. You can get the Certified ISO/IEC 20000 Lead Implementer certification if you pass the exam. The credential matches your professional talents and expertise in implementing an SMS based on ISO/IEC 20000-1 criteria.

What is ISO/IEC 20000?

ISO/IEC 20000 is the international standard for IT Service Management. It outlines management processes designed to help organizations deliver effective IT services. ISO 20000 provides significant benefits, providing a framework to ensure the efficient delivery and support of IT services that meet business and customer needs.

Course Objectives:

At the end of this ISO/IEC 20000 Lead Implementer course, participants will be able to:

- Get a thorough grasp of the ideas, strategies, tactics, and procedures employed in implementing and efficiently administering an SMS.
- Aware of the relationship between ISO/IEC 20000-1, the ISO/IEC 20000 family of standards, and other ISO standards.
- Get the capacity to comprehend ISO/IEC 20000-1 standards in the unique context of a company.
- Get the information and skills required to assist a company in efficiently developing, deploying, administering, monitoring, and maintaining an SMS.
- Know what is necessary to assist a company in implementing SMS best practices.

Targeted Groups:

- Managers or consultants are concerned with and engaged in deploying an organization's service management system.
- Management and staff wishing to assist their company in delivering value and fulfilling service obligations.
- Project managers, consultants, or knowledgeable advisors are trying to build a service management system compliant with ISO/IEC 20000-1 specifications.
- Those in charge of ensuring that a business complies with ISO/IEC 20000-1 standards.
- Team members who deploy SMS.

Targeted Competencies:

By the end of this ISO/IEC 20000 Lead Implementer training, target competencies will:

- Understanding ISO/IEC 20000 Standard.
- Service Management System Design and Implementation.
- Service Management Policies and Procedures.
- Service Delivery and Continual Improvement.
- Risk Management and Compliance.
- Incident and Problem Management.
- Change and Release Management.
- Service Level Management.
- Customer and Stakeholder Communication.
- Internal Auditing and Management Reviews.
- Training and Awareness Programs.
- Documentation and Record Management.
- Integration with Other Management Systems.
- Project Management and Leadership Skills.
- Assessment and Performance Measurement.

Course Content:

Unit 1: Overview of Information Technology Service Management ISO 20000 IT SMS:

- Business case and initial design of the IT SMS.
- Scope of IT SMS.
- IT Service Management.
- Benefits and Importance.
- IT SMS policy.
- Documentation of process and procedures.
- Define management systems and process approach.
- Principles of Information Technology.
- Preliminary analysis and determining the level of existing information technology.
- Develop a project plan.
- Accounting for IT services, accounting, and budgeting.

Unit 2: Introduction and Background to ISO/IEC 20000:

- What Is ISO/IEC 20000?
- Benefits of ISO/IEC 20000.
- ISO/IEC 20000 parts.
- ISO/IEC 20000: 2018.
- Key differences - ISO 20000 and ITIL®.
- ITIL® life cycles.
- Clauses ISO/IEC 20000: 2018.

Unit 3: Service Management System SMS:

- Management responsibility.
- Governance of processes operated by other parties.
- Document management.
- Establish and improve the SMS.
- Resource management.

Unit 4: Introduction to Auditing:

- Define auditing.
- Types of audit.
- Internal.
- External.
- Audit terminology.
- Benefits of auditing.

Unit 5: Auditing Roles and Principles:

- Auditor, Auditee.
- Audit team.
- Guides and observers.
- Lead auditor.
- Audit management.
- Maintaining confidentiality.
- Independence.
- Evidence-based approach.
- Integrity.
- Fair presentation of audit reports.

Unit 6: Responsibilities of the Auditor:

- Management of personnel.
- Preparation checklists.
- Scope of work.
- Managing audit programs.
- Communication at all levels of the organization.
- Skills and Competencies of an Internal Auditor.

Conclusion:

Upon completing the training session and exam, participants may apply for the PECB Certified ISO/IEC 20000 Lead Implementer certification. This internationally recognized certification attests to your professional skills and aptitude in implementing an SMS by ISO/IEC 20000 standards, thereby contributing to ISO 20000's list of benefits and advocating its definition and best practices within the industry.