



ISO 20000 Lead Implementer Training Course

14 – 18 February 2027
Kuala Lumpur (Malaysia)



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Ref: 15796_328384 **Date:** 14 – 18 February 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4600 Euro

Introduction:

The ISO 20000 Lead Implementer training course is designed to equip professionals with the comprehensive knowledge and skills required to lead the implementation of ISO 20000 standards within their organizations. This training provides an in-depth understanding of ISO 20000, the international standard for IT service management. It covers essential topics like service delivery, incident and change management, and continuous improvement.

Participants will gain the expertise to structure, deploy, and manage a compliant IT service management system ITSMS that aligns with best practices and regulatory requirements. This ISO 20000 Lead Implementer course is ideal for those responsible for implementing and maintaining IT service standards and professionals looking to enhance organization, achieve service excellence, and meet the rigorous demands of global service quality.

The ISO 20000 Lead Implementer Training Course is for professionals seeking ISO Lead Implementer certification. It equips them with the knowledge and skills to effectively implement the ISO 20000 framework within an organization. It covers key ISO 20000 processes, definitions, and benefits, helping them understand how to align IT service management practices with international standards.

Completing the ISO 20000 Lead Implementer course gives candidates the expertise needed for ISO 20000 implementation and certification. This leads to enhanced service delivery, improved customer satisfaction, and a competitive edge in the market. Learn the best practices of ISO 20000 and how they can drive operational efficiency and continuous improvement in your organization.

Targeted Groups:

- IT Service Managers and Consultants.
- Quality Assurance Managers.
- IT Service Management Professionals.
- Project Managers overseeing ITSM initiatives.
- Compliance Officers.
- Risk Managers focused on IT services.
- Individuals are pursuing ISO 20000 Lead Implementer certification.
- Professionals are responsible for the implementation and improvement of the ITSM process.

Targeted Competencies:

By the end of this ISO 20000 Lead Implementer training, the participant's competencies will:

- IT Service Management ITSM Implementation.
- ISO 20000 Standard Compliance.
- IT Service Quality Control and Improvement.
- Risk Management in IT Services.
- Project Planning and Execution for ITSM.
- Incident and Change Management.
- Process Evaluation and Continuous Improvement.
- Regulatory and Best Practice Alignment.

Course Objectives:

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

- Understand the principles, structure, and requirements of the ISO 20000 standard and its application in IT service management.
- Develop the knowledge and skills needed to lead, plan, and manage ISO 20000 implementation projects within an organization.
- Learn to design, implement, and maintain an ISO 20000-compliant IT Service Management System ITSMS.
- Master effective techniques for managing incidents, service requests, changes, and problem-resolution processes.
- Gain expertise in performing gap analyses and assessing current IT service practices against ISO 20000 requirements.
- Implement effective risk assessment, mitigation, and management strategies within IT services.
- Ensure organizational alignment with regulatory requirements, industry standards, and best practices for IT service quality.
- Enhance understanding of continuous improvement processes to elevate IT service management maturity.
- Develop skills for leading teams in adopting and maintaining ISO 20000 processes.
- Prepare the organization for a successful ISO 20000 certification audit.
- Establish effective communication and training strategies to drive organization-wide support for ISO 20000 standards.
- Build competencies in monitoring, measuring, and evaluating IT service performance against ISO 20000 objectives.
- Equip participants to contribute to sustainable improvements in IT service quality and customer satisfaction.
- Prepare for ISO 20000 Lead Implementer certification, advancing professional credibility and career growth in IT service management.

Course Content:

Unit 1: Introduction to ISO 20000 and IT Service Management ITSM:

- Overview of the ISO 20000 standard, its structure, and purpose.
- Understanding IT Service Management ITSM principles and best practices.
- Key terms, definitions, and concepts related to ISO 20000.
- Benefits of implementing ISO 20000 for organizational IT services.
- Understanding the certification process and the path to compliance.
- Differences between ISO 20000 and other ITSM standards, like ITIL.

Unit 2: Planning and Initiating an ISO 20000-Compliant ITSMS:

- Steps for conducting a thorough gap analysis to assess readiness.
- Developing a project plan for ISO 20000 implementation.
- Identifying and managing stakeholders within the organization.
- Establishing an ISO 20000 project team and defining roles.
- Creating a comprehensive scope statement for the ITSMS.
- Assessing and securing necessary resources and budget for implementation.
- Risk assessment and developing mitigation plans for implementation challenges.

Unit 3: Designing and Implementing IT Service Management Processes:

- Designing IT service delivery processes in alignment with ISO 20000.
- Establishing a process for managing incidents, problems, and service requests.
- Implementing change, release, and configuration management processes.
- Developing policies for IT asset and capacity management.
- Creating service continuity and availability management plans.
- Establishing protocols for service level management and customer satisfaction.
- Implementing and documenting the continual improvement process.

Unit 4: Monitoring, Measuring, and Continually Improving ITSMS:

- Setting up key performance indicators KPIs for IT service processes.
- Techniques for monitoring and measuring IT service performance.
- Conducting internal audits to evaluate compliance with ISO 20000.
- Analyzing audit results and identifying areas for improvement.
- Implementing corrective and preventive actions to address gaps.
- Reviewing and enhancing the continual improvement process regularly.
- Engaging in management reviews and reporting on ITSMS effectiveness.

Unit 5: Certification Preparation and Audit Readiness:

- Preparing the organization for an external ISO 20000 certification audit.
- Steps for compiling required documentation and records.
- Reviewing auditor expectations and certification criteria.
- Conducting mock audits to test preparedness and compliance levels.
- Managing corrective actions identified during mock audits.
- Strategies for maintaining ISO 20000 certification long-term.
- Preparing for surveillance audits and continuous certification upkeep.