# MERCURY

## ISO/IEC 20000 Lead Implementer Training Course

02 - 06 Sep 2024
Barcelona (Spain)

# ISO/IEC 20000 Lead Implementer Training Course

**Ref.:**  15380_305992  **Date:**  02 - 06 Sep 2024  **Location:**  Barcelona (Spain)  **Fees:**  4900  **Euro**

## Introduction:

Implementing a service management system SMS based on ISO/IEC 20000-1's standards has several advantages. The standard includes helpful practices in the service management industry. The requirements stated in 4 to 10 allow the organization to establish a structured approach to managing service provision activities and delivering value to its customers. The standard enables the organization to develop a baseline for 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.

After attending the ISO/IEC 20000 Lead Implementer training session, you can take the exam. 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 2000-01, 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 trying to build a service management system in compliance 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 20000-1 standards, thereby contributing to ISO 20000's list of benefits and advocating its definition and best practices within the industry.

**MERCURY**

## Registration form on the :
## ISO/IEC 20000 Lead Implementer Training Course

**code:** 15380  **From:** 02 - 06 Sep 2024  **Venue:** Barcelona (Spain)  **Fees:** 4900  **Euro**

Complete & Mail or fax to Mercury Training Center at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng):
......................................................................................................................................
Position:
......................................................................................................................................
Telephone / Mobile:
......................................................................................................................................
Personal E-Mail:
......................................................................................................................................
Official E-Mail:
......................................................................................................................................

### Company Information

Company Name:
......................................................................................................................................
Address:
......................................................................................................................................
City / Country:
......................................................................................................................................

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):
......................................................................................................................................
Position:
......................................................................................................................................
Telephone / Mobile:
......................................................................................................................................
Personal E-Mail:
......................................................................................................................................
Official E-Mail:
......................................................................................................................................

### Payment Method

☐  Please invoice me

☐  Please invoice my company