





PECB CERTIFIED ISO 20000 LEAD IMPLEMENTER

MASTERING THE IMPLEMENTATION AND MANAGEMENT OF A SERVICE MANAGEMENT SYSTEM (SMS) BASED ON ISO 20000

SUMMARY

This five-day intensive course enables the participants to develop the necessary expertise to support an organization in implementing and managing a Service Management System as specified in ISO/IEC 20000-1. Also, the participants will gain a thorough understanding of in best practices for planning and implementing the Service Management processes starting from the fields of ISO 20000 planning and implementing new and changed services, service delivery process, 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 SMS) and ITIL.



WHO SHOULD ATTEND?

- Project managers or consultants willing to implement of a Service Management System (SMS)
- ▶ ISO 20000 auditors who wish to fully understand the SMS implementation process
- Individuals responsible for the SMS conformity in an organization
- ▶ Technical experts wanting to prepare for an SMS function

COURSE AGENDA

DAY 1

DAY 2

DAY 3

DAY 4

DAY

DURATION: 5 DAYS

Introduction to Service Management System (SMS) concepts as required by ISO 20000; initiating an SMS

- Presentation of the ISO 20000 family of standards and comparison with ITIL V2 and V3
- Fundamental principles of Service Management System
- > Preliminary analysis and establishment of the maturity level of an existing SMS
- Writing a business case and a project plan for the implementation of an SMS

Planning an SMS based on ISO 20000

- Definition of the scope of an SMS
- Definition of an SMS policy and objectives
- Documentation of the processes and procedures and SLAs
- Budgeting and accounting for IT services

Implementing an SMS based on ISO 20000

- ► Change, configuration, release, capacity and availability management
- Service continuity and security management
- Incident and problem management
- Operations management of an SMS

Controlling, monitoring, measuring and improving an SMS certification audit of an SMS in accordance with ISO 20000

- Controlling and monitoring an SMS
 - > Development of metrics, performance indicators and dashboards
 - ► ISO 20000 internal audit and management review
 - Implementation of a continual improvement program
 - Preparing for an ISO 20000 certification audit

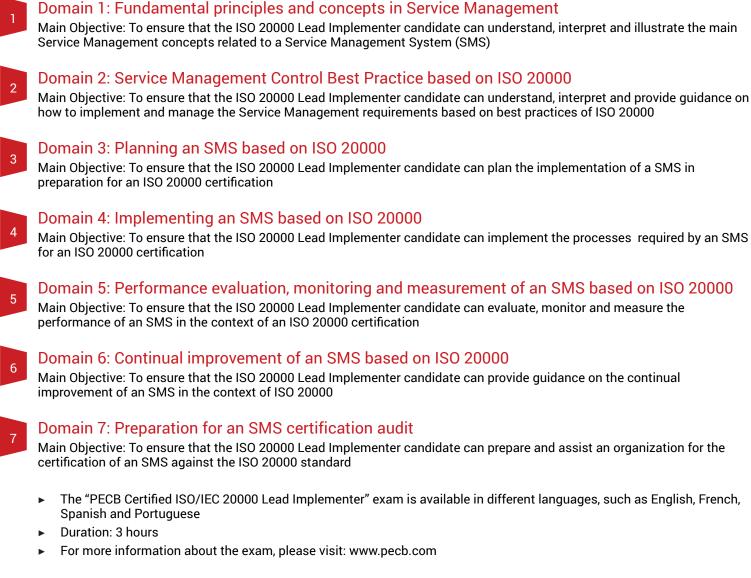
Certification Exam

LEARNING OBJECTIVES

- ► To understand the implementation of a Service Management System in accordance with ISO 20000
- To gain a comprehensive understanding of the concepts, approaches, standards, methods and techniques allowing an
 effective management of a Service Management System
- ▶ To know the interrelationships between ISO/IEC 20000-1, ISO/IEC 20000-2 and ITIL
- To acquire expertise to support an organization in implementing, managing and maintaining a Service Management System (SMS) as specified in ISO/IEC 20000
- ▶ To acquire the necessary expertise to manage a team in implementing the ISO 20000 standard

EXAMINATION

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





CERTIFICATION

- After successfully completing the exam, participants can apply for the credentials of PECB Certified ISO/IEC 20000 Provisional Implementer, PECB Certified ISO/IEC 20000 Implementer or PECB 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:

| Credential | Exam | Professional Experience | SMS Audit Experience | SMS Project Experience | Other Requirements |
|--|--|--|-------------------------|--|---------------------------------------|
| PECB ISO 20000 Provisional Implementer | PECB ISO 20000 Lead Implementer Exam | None | None | None | Signing the PECB code of ethics |
| PECB ISO 20000 Implementer | PECB ISO 20000 Lead Implementer Exam | Two years One year of SMS work experience | None | Project activities totaling 200 hours | Signing the PECB code of ethics |
| PECB ISO 20000 Lead Implementer | PECB ISO 20000 Lead Implementer Exam | Five years Two years of SMS work experience | None | Project activities totaling 300 hours | Signing the PECB code of ethics |

GENERAL INFORMATION

- Certification fees are included in the exam price
- Participant manual contains over 450 pages of information and practical examples
- A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued to the participants
- In case of failure of the exam, participants are allowed to retake it for free under certain conditions