ISO/IEC20000 Lead Implementer

Learning objectives

- Acknowledge the correlation between ISO/IEC 20000-1, standards in the ISO/IEC 20000 series, and other ISO standards
- Acquire the expertise to advise an organization in implementing SMS best practices
- Gain a comprehensive understanding of the concepts, approaches, methods, and techniques used for the implementation and effective management of an SMS

Course agenda

Day 1: Introduction to ISO/IEC 20000 series and the initiation of an SMS
Day 2: Implementation plan of an SMS
Day 3: Implementation of an SMS
Day 4: SMS monitoring, continual improvement, and preparation for the certification audit
Day 5: Certification Exam

Who should attend?

- Individuals responsible for maintaining conformity with the ISO/IEC 20000-1 requirements in an organization
- Members of an SMS implementation team
- Managers and employees seeking to help their organization meet the service requirements and deliver value
- Project managers, consultants, or expert advisers seeking to master the implementation of a service management system based on the requirements of ISO/IEC 20000-1

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