



## **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

DURATION: 5 DAYS

### DAY 1 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

### DAY 2 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

### DAY 3 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

### DAY 4 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

### DAY 5 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:

### 1 Domain 1: Fundamental principles and concepts in Service Management

Main Objective: To ensure that the ISO 20000 Lead Implementer candidate can understand, interpret and illustrate the main Service Management concepts related to a Service Management System (SMS)

### 2 Domain 2: Service Management Control Best Practice based on ISO 20000

Main Objective: To ensure that the ISO 20000 Lead Implementer candidate can understand, interpret and provide guidance on how to implement and manage the Service Management requirements based on best practices of ISO 20000

### 3 Domain 3: Planning an SMS based on ISO 20000

Main Objective: To ensure that the ISO 20000 Lead Implementer candidate can plan the implementation of a SMS in preparation for an ISO 20000 certification

### 4 Domain 4: Implementing an SMS based on ISO 20000

Main Objective: To ensure that the ISO 20000 Lead Implementer candidate can implement the processes required by an SMS for an ISO 20000 certification

### 5 Domain 5: Performance evaluation, monitoring and measurement of an SMS based on ISO 20000

Main Objective: To ensure that the ISO 20000 Lead Implementer candidate can evaluate, monitor and measure the performance of an SMS in the context of an ISO 20000 certification

### 6 Domain 6: Continual improvement of an SMS based on ISO 20000

Main Objective: To ensure that the ISO 20000 Lead Implementer candidate can provide guidance on the continual improvement of an SMS in the context of ISO 20000

### 7 Domain 7: Preparation for an SMS certification audit

Main Objective: To ensure that the ISO 20000 Lead Implementer candidate can prepare and assist an organization for the certification of an SMS against the ISO 20000 standard

- ▶ The “PECB Certified ISO/IEC 20000 Lead Implementer” exam is available in different languages, such as English, French, Spanish and Portuguese
- ▶ Duration: 3 hours
- ▶ For more information about the exam, please visit: [www.pecb.com](http://www.pecb.com)



## 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
<b>PECB ISO 20000 Provisional Implementer</b>	PECB ISO 20000 Lead Implementer Exam	None	None	None	Signing the PECB code of ethics
<b>PECB ISO 20000 Implementer</b>	PECB ISO 20000 Lead Implementer Exam	<b>Two years</b> One year of SMS work experience	None	Project activities totaling 200 hours	Signing the PECB code of ethics
<b>PECB ISO 20000 Lead Implementer</b>	PECB ISO 20000 Lead Implementer Exam	<b>Five years</b> 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