

Implementing an IT Service Management System based on ISO/IEC 20000-1:2011

Course Description This practical three-day course provides key guidance to organizations that plan to improve the quality and cost effectiveness of their IT service delivery by implementing an IT service management system based on ISO/IEC 20000-1:2011.

Using a step-by-step approach to the implementation process, an experienced tutor explains the requirements of ISO/IEC 20000-1:2011, while hands-on exercises and take-home reference material help you develop the knowledge and skill required to implement an international best practice IT service management system within your organization.

Course Benefits By attending this course, you will:

- Develop the expertise to implement an IT service management system
- Have the ability to apply international best practice to your organization
- Help to save your organization time and money by improving the performance of day to day IT operations
- Assist your organization to improve customer relationships and gain industry recognition through quality service delivery
- Be able to support the integration of ISO/IEC 20000 with other management systems, such as ISO 9001 and ISO/IEC 27001

Learning Objectives Upon completion of the training, you will be able to:

- Explain the requirements of ISO/IEC 20000
- Assess how closely your organization currently meets the requirements of ISO/IEC 20000
- Develop an implementation plan
- Create the required documentation and processes
- Monitor the success of the implementation
- Prepare for registration with a certification body

Intended Audience

- Anyone involved in defining, planning, or implementing an ISO/IEC 20000 IT service management system
- Management representatives
- Implementation team members

Course Duration 3 Days

Prerequisites There are no formal prerequisites for this course

Further Information Delegates who successfully complete the course will be issued a certificate by BSI

Agenda

Day 1

Time	Topic
9:00	Introduction
	Delegate introductions
	Overview of course structure and learning objectives
	Identify potential issues, impacts and actions with IT Service Management
	Introduction to the ISO 20000 series
	Benefits of implementing ISO/IEC 20000 and certification
	Process approach and the PDCA cycle
	Service Management System and its relationship with the process approach
	Create a high level structure for an SMS business case
	Starting the implementation process – Clause 4.1 Management Responsibility
	Service Management Policy
	Governance of processes conducted by other parties
	Mandatory Documentation
	Create the scope of the Service Management System - Review ISO/IEC 20000-3: Clauses 6.3 to 6.7
5.45	End of day 1 Review

Day 2

Time	Topic
9:00	Welcome back and review of Day 1
	Understanding the components of the Service Management Plan
	Creating the Service Management Plan
	Internal audit and management review of the Service Management System
	Understand the requirements of Service improvement

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6:00	Service Management Processes
	Implementing Design and Transition of new or changed services
	Service Delivery Processes
	End of day 2 Review

Day 3

Time	Topic
9:00	Welcome back and review of Day 1 and 2
	Implementing Relationship Processes
	Implementing Resolution processes
	Implementing Control Processes
	Conduct a gap analysis
	Create an implementation plan
	Certification
	Reprise & close
5:00	Contact info

Two short breaks will be taken at suitably convenient times in the morning and afternoon. An hour will be given for a lunch break. Additional breaks may be taken as long as agreed by delegates and tutor, and all learning objectives are met.