



## BSI Training Academy

# ISO/IEC 20000 Implementation training course

### Essential information about the course

Level



ISO/IEC 20000 is the internationally recognized best practice for a Service Management System, which helps organizations enhance their performance. So it's no surprise that companies invest in training their people to get the knowledge and skills to use ISO/IEC 20000 to develop resilience around their service management.

If you've already got an understanding of ISO/IEC 20000 and need to implement the standard in your organization, then this course is for you.

Most delegates on this course have already attended our ISO/IEC 20000 Requirements course and are ready to develop the knowledge to implement an effective SMS. You'll learn vital skills for implementing ISO/IEC 20000 including how to create the required documentation, plan your resources and design the required processes.

The two-day course is structured to optimize your learning using our unique accelerated approach, which blends practical activities, group discussions and classroom learning.

### Our course agenda

#### Day 1

- The service management system (SMS)
- ISO/IEC 20000 series
- ISO/IEC 20000 and other methodologies/standards
- Starting the implementation process
- Planning the implementation of ISO/IEC 20000
- ISO/IEC 20000 documentation
- ISO/IEC 20000 resources and roles

#### Day 2

- SMS general requirements: Clause 4
- Service delivery processes
- Relationship processes
- Resolution processes
- Design and transition of new or changed service and control processes
- Audits and certification
- Reflection and feedback

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[bsigroup.com/training](https://www.bsigroup.com/training)



Upon successful completion of your course, you'll receive an internationally recognized BSI certificate.

# ISO/IEC 2000 Implementation training course

We want to make sure you have the best learning experience possible. That's why we offer a range of training courses from beginner to expert. We create a positive learning environment so you retain the knowledge and acquire the skills that will continue to be of use beyond the course.

**Make sure this is the right course for you.**

## This course is for you if:

- You have a thorough understanding of ISO/IEC 20000
- You're leading implementation of ISO/IEC 20000
- You're involved in planning, implementing or managing a service management system based on ISO/IEC 20000-1

## What's the course like?

- Two days
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away

## How will I benefit?

- Develop the expertise to implement an effective SMS in your organization
- Be able to identify improvements and make sure ISO/IEC 20000 adds value to your organization
- Develop professionally
- Network with likeminded peers
- Receive a BSI certificate

## Why invest in training from BSI?

When you attend a BSI training course, our tutors are the best in the business. They're truly passionate about sharing their knowledge and ensuring you learn. Trusted experts with years of hands-on and business experience, they bring the subject matter to life with relevant and contemporary examples to enhance your learning.

### Training delivered at your site

This could be a convenient and cost-effective option, especially if you have multiple delegates.

**Talk to one of our experts to find out more.**



### Next steps with the BSI Academy



Want to learn more? You may be interested:

ISO/IEC 20000 Internal Auditor

ISO/IEC 20000 Lead Auditor

**bsi.**

**BSI Group**

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