

# Service Management System (SMS) Requirements - An Introduction to ISO/IEC 20000-1:2011

## One day course

ISO/IEC 20000-1 is an IT service management system (SMS) standard. It specifies service provider requirements to plan, establish, implement, operate, monitor, review, maintain and improve a SMS to fulfil agreed service requirements.

This course is designed to equip learners with the knowledge and skills to enable them to appreciate and understand the requirements of ISO/IEC 20000-1 in an organization. An experienced instructor explains the requirements, while hands-on exercises and take-home material provide the foundation upon which delegates can build their experience and develop their competence.



### What will I learn?

Upon completion of this training, delegates will be able to:

- Describe the key processes required for an IT Service Management System (SMS)
- Communicate the benefits of an ISO/IEC 20000 IT SMS
- Communicate that it is possible to integrate an ISO/IEC 20000 compliant SMS with other management systems in the service provider's organization
- Adopt an integrated process approach and the PDCA methodology, enabling the service provider to align or fully integrate multiple management system standards.



### How will I benefit?

- Improved knowledge of ISO/IEC 20000-1
- Enhanced ability to identify opportunities to maximize the productivity of an organization's IT Services
- Compliance with global best practice



### Who should attend?

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

# BSI Training Academy

## Agenda

### Day 1

- Introduction to service management and ISO20000
- The ISO20000 series
- Structure of ISO20000-1
- PDCA cycle of continual improvement
- ISO20000 requirements
- Benefits of ISO 20000-1 and certification
- Summary
- End of Day

## Our knowledge

We don't just train you to meet standards – we create them. As the world's first National Standards Body and a founding member of ISO, no one knows standards like BSI. Our expert knowledge means a lot and when you train with us, you benefit from this expertise.

## Our tutors

Our tutors are the best in the business. As experienced assessors, they'll transfer the knowledge you need to embed standards into your organization and develop them through continual improvement.

## Our approach

Our high impact accelerated learning approach is proven to fast-track learning by improving knowledge retention and skill application. This course is activity based, resulting in a deeper understanding of material and greater impact on job performance.

## Your expertise

Our training courses will give you the knowledge and skills to embed the standards that matter to you the most. To promote your professional development, you'll receive a personalized BSI Training Academy certificate that's recognized worldwide.

Book today by visiting [bsigroup.com/training](https://bsigroup.com/training)

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