



BSI Training Academy

ISO/IEC 20000-1 Requirements training course

Essential information about the course

Level



ISO/IEC 20000-1, the international standard for a service management system, helps you respond to increasing service requirements and deliver value for customers. So make sure you understand the requirements that can help you build effective and resilient services.

Our one-day ISO/IEC 20000-1 requirements course is an excellent introduction to the standard. You'll learn how to interpret and apply the key concepts and principles of the standard to existing processes within your organization.

Plus you'll understand the benefits of implementing a service management system (SMS) in your organization to improve service delivery for your customers.

Packed with practical activities, group discussion and classroom learning, our expert tutors will make sure you complete the course feeling confident that you can apply your new knowledge as soon as you step back inside your organization.

Our course agenda:

- Introduction to service management and ISO/IEC 20000-1
- ISO/IEC 20000 series and related standards
- Structure of ISO/IEC 20000-1
- Clause 4: Context of the organization
- Clause 5: Leadership
- Clause 6: Planning
- Clause 7: Support of the SMS
- Clause 8: Operation of the SMS
- Clause 9: Performance evaluation
- Clause 10: Improvement
- Benefits of ISO/IEC 20000-1 certification
- Reflection and feedback



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

ISO/IEC 20000-1 Requirements 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 the course is right for you

This is the course for you if:

- You're new to ISO/IEC 20000-1
- You're involved in defining, planning, auditing, implementing or managing an ISO/IEC 20000-1 service management system or one of its processes

What is the course like?

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

How will I benefit?

- Understand the requirements
- Confidently explain the benefits of an SMS
- Identify opportunities to maximize the productivity of your services through an SMS
- 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 in:
ISO/IEC 20000-1 Implementation course
ISO/IEC 20000-1 Internal or Lead Auditor courses

bsi.

Find out more.
Call: **+27(0)12 004 0279**
Email: **bsi.za@bsigroup.com**
or visit: **bsigroup.com/en-za**