

## ISO/IEC 20000 Lead Implementer

**Duration: 5 Days    Course Code: ISE**

### Overview:

The benefits of implementing a service management system (SMS) based on the requirements of ISO/IEC 20000-1 are manifold: the management system is based on ISO's high-level structure (HLS) which allows an easier integration with existing management systems, the standard comprises practices proven to be useful in the service management industry, requirements stated in clauses 4–10 allow the organization to establish a structured approach to manage service provision activities and deliver value to its customers, the standard allows the organization to establish a baseline upon which it can improve in the future.

The training course aims to provide in-depth understanding of ISO/IEC 20000-1 requirements, as well as good practices and approaches used for the implementation and subsequent maintenance of the service management system.

After attending the training course, you can take the exam. If you pass, you can apply for the "PECB Certified ISO/IEC 20000 Lead Implementer" credential. Internationally recognized, the "PECB Certified

### Target Audience:

Managers or consultants involved in and concerned with the implementation of a service management system in an organization

Managers and employees seeking to help their organization meet the service requirements and deliver value

Project managers, consultants, or expert advisers seeking to master the implementation of a service management system based on the requirements of ISO/IEC 20000-1

Individuals responsible for maintaining conformity with the ISO/IEC 20000-1 requirements in an organization

Members of an SMS implementation team

### Objectives:

- Gain a comprehensive understanding of the concepts, approaches, methods, and techniques used for the implementation and effective management of an SMS
- Acknowledge the correlation between ISO/IEC 20000-1, standards in the ISO/IEC 20000 series, and other ISO standards
- Gain the ability to interpret the requirements of ISO/IEC 20000-1 in the specific context of an organization
- Develop the necessary knowledge and expertise to support an organization in effectively planning, implementing, managing, monitoring, and maintaining an SMS
- Acquire the expertise to advise an organization in implementing SMS best practices

### Prerequisites:

- The main requirements for participating in this training course are a basic knowledge of ISO management system standards, a general understanding of ISO/IEC 20000-1, and an awareness of the management system implementation principles.
- ISF - ISO/IEC 20000 Foundation

### Testing and Certification

The PECB Certified ISO/IEC 20000 Lead Implementer exam fully meets the requirements of the PECB Examination and Certification Program (ECP). It covers the following competency domains:

**Domain 1:** Fundamental principles and concepts of a service management system

**Domain 2:** Service management system requirements

**Domain 3:** Planning of an SMS implementation based on ISO/IEC 20000-1

**Domain 4:** Implementation of an SMS based on ISO/IEC 20000-1

**Domain 5:** Monitoring and measurement of an SMS based on ISO/IEC 20000-1

**Domain 6:** Continual improvement of an SMS based on ISO/IEC

20000-1

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

For specific information about exam type, languages available, and other details, please visit the List of PECB Exams and the Examination Rules and Policies

Upon the successful completion of the exam, you can apply for one of the credentials shown in the table below. You will receive a certificate once you fulfill all the requirements related to the selected credential.

For more information about the ISO/IEC 20000 certifications and the PECB certification process, please refer to the Certification Rules and Policies.

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**Follow-on-Courses:**

■ ISA - ISO/IEC 20000 Lead Auditor

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**Content:**

Day 1: Introduction to ISO/IEC 20000 series and the initiation of an SMS

Day 3: Implementation of an SMS

Day 5: Certification Exam

Day 2: Implementation plan of an SMS

Day 4: SMS monitoring, continual improvement, and preparation for the certification audit

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**Additional Information:**

This training course is participant centered and contains: Theories, approaches, and good practices used in service management Lecture sessions, which are illustrated with examples and practical exercises based on a case study that include discussions Interactions made between participants by means of questions and suggestions

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**Further Information:**

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

[training@globalknowledge.com.eg](mailto:training@globalknowledge.com.eg)

[www.globalknowledge.com/en-eg/](http://www.globalknowledge.com/en-eg/)

Global Knowledge, 16 Moustafa Refaat St. Block 1137, Sheraton Buildings, Heliopolis, Cairo