



BSI Training Academy

ISO/IEC 20000-1 **Implementation** training course

Essential information about the course

Level



ISO/IEC 20000-1, the international standard for a service management system (SMS), helps you respond to increasing service requirements and deliver value for customers. So make sure you get the skills to implement an ISO/IEC 20000-1 SMS so you can build effective and resilient services.

By attending our two-day training course you'll discover how to implement an SMS based on ISO/IEC 20000-1:2018. Using a step-by-step approach with the aid of a toolkit, you'll learn how to develop an implementation plan, create necessary documentation and implement your SMS.

Many delegates will have already attended our ISO/IEC 2000-1 requirements course and are ready to increase their knowledge of key concepts and terminology so they can confidently embed an effective SMS into their organization.

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

Our course agenda:

Day 1

- The service management system (SMS) – a refresh
- Planning the implementation of ISO/IEC 20000-1
- Starting the implementation process
- Documented information including gap analysis
- Context of the organization (Clause 4)
- Baseline Gap Analysis
- Project plan
- Leadership (Clause 5)
- Planning (Clause 6)
- Support of the SMS (Clause 7)
- Organizations and roles in ISO/IEC 20000-1

Day 2

- Operation of the SMS (Clause 8 and 8.1)
- Service portfolio (Clause 8.2)
- Relationships and agreements (Clause 8.3)
- Supply and demand (Clause 8.4)
- Service design, build and transition (Clause 8.5)
- Resolution and fulfilment (Clause 8.6)
- Service assurance (Clause 8.7)
- Performance evaluation and improvement (Clauses 9 and 10)
- ISO/IEC 20000 series – Other sources of information
- Audits and certification
- Reflection and feedback

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

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

This is the course for you if:

- You have a thorough understanding of ISO/IEC 20000-1 (many delegates have attended ISO/IEC 20000-1 requirements training)
- You need to plan, implement, maintain or supervise an ISO/IEC 20000-1:2018 SMS

What is 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?

- Knowledge of key concepts and requirements
- Understand the benefits of an ISO/IEC 20000-1 SMS and how it adds value to your organization
- Ability to conduct baseline reviews of your SMS and develop clear action plans to align it to ISO/IEC 20000-1
- 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 information security to life with relevant and contemporary examples to enhance your learning.



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

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 Internal Auditor training
CQI and IRCA Certified ISO/IEC 20000-1 Lead Auditor training

bsi.

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Find out more.

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