BSI Training Academy

ISO/IEC 20000-1:2018 **Senior management** transition briefing

Essential information about the briefing

Level   **1 C**

ISO/IEC 20000-1, the international standard for a Service Management System (SMS), has been updated to help organizations respond to increasing service requirements. It aligns to the high level structure (HLS) that now applies to all new management system standards.

As a leader, your commitment and support is crucial to the success of your organization's SMS and the successful delivery of services. That's why we've developed our new two-hour Senior Management

Briefing which helps you as top managers understand the changes to your responsibilities in ISO/IEC 20000-1:2018.

This lecture-based learning session is led by our expert tutors who have years of experience working in the field of service management. They will provide you with the appropriate knowledge to develop action plans for implementing new leadership activities.

Our senior management briefing agenda

- Welcome and introductions
- What is ISO/IEC 20000-1 and the reasons for its revision
- Reminder: Top management and ISO/IEC 20000-1:2011
- ISO/IEC 20000-1:2018 changes to the top management requirements
- Overview of the main differences in ISO/IEC 20000-1:2018

- Context and line-of-sight
- Leadership and commitment
- Success factors
- Summary of top management involvement
- Reflection and feedback

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...making excellence a habit.™

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

Make sure this is the right briefing for you.

This is for you if:

- You're a senior manager of an organization transitioning to ISO/IEC 20000-1:2018
- You already have a good understanding of ISO/IEC 20000-1:2011

What is it like?

- Two hours long, plus time for questions
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment

How will I benefit?

- Get insight into the ISO/IEC 20000-1 development process
- Gain confidence in understanding ISO/IEC 20000-1:2018 and your responsibilities
- Be ready to lead the transition to ISO/IEC 20000-1:2018, with the appropriate resource
- Find out about the BSI transition arrangement
- Develop professionally

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 that means you can focus on 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 20000-1:2018 Transition training
ISO/IEC 20000-1:2018 Implementing the changes training

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