SERVICE
MANAGEMENT
20000
LEAD IMPLEMENTER

ESTABLISH, IMPLEMENT, MAINTAIN AND IMPROVE AN SERVICE MANAGEMENT SYSTEM, BASED ON ISO/IEC 20000-1

PRACTICAL COURSE WITH STEP-BY-STEP IMPLEMENTATION METHODOLOGY OF AN SERVICE MANAGEMENT SYSTEM (SMS)

Supported by a real-world adapted case-study, the course challenges the students to implement an Service Management System (SMS) based on the requirements and best practices defined by the ISO/IEC 20000 family of standards and supported by a customized methodology, proposed by BEHAVIOUR, created by experts on service management and on ISO and other related well known best practices on the service management and other IT related fields.

- IT Service Management and/or IT Consultants, Auditors, Managers or Risk Professionals
- Any Executive or Senior Manager responsible to ensure the alignment and delivery of value from IT Service Management to the organization participating on an SMS implementation based on ISO/IEC 20000-1
- Experts responsible for the IT Service Management/IT Governance on the organization
- Project managers leading or preparing to lead an ISO/IEC 20000-1 implementation program
- Any professional, either, IT, information security, business or any other, involved on the establishment, implementation, operations and/or continual improvement of a Service Management System (SMS) based on ISO/IEC 20000-1
- Anyone who wants to acquire the knowledge needed to implement an ISO/IEC 20000-1 SMS

TRAINING METHODOLOGY

This course is based on theorical, and practical sessions supported by a real-world adapted case-study.

The course includes hands-on practical and theorical exercises to:

- better prepare the students for the real-world challenges,
- to prepare and increase the likelihood of success on the certification exam, and
- train and prepare professionals for leading the SMS implementation and achieve ISO/IEC 20000-1 certification.

WHAT WILL YOU LEARN?

- Understand the fundamental service management concepts, and the main clauses and requirements of ISO/IEC 20000-1

- Get to know and understand the correlation of the ISO/IEC 20000 family standards, including ISO/IEC 20000-1, ISO/IEC 2000-2, and related ISO, ITIL v4 and other best practices, legislation, and regulation

- Establish, implement, maintain, and continually improve a Service Management System (SMS), in accordance with the requirements of the ISO/IEC 20000-1 International Standard

- Understand and know how to implement and operate an SMS and the services in the context of an organization, including the required processes, techniques, and tools

- Assess and treat risks and opportunities to successfully achieve the service management objectives in response to the organization objectives

- Establish and implement the SMS service management plan according to the requirements of the organization

- Identify, draft, and implement the required service management requirements, including the required service management processes supported on the guidance of ISO/IEC 20000-2, i.e., the service portfolio processes, the relationship and agreement processes, the supply and demand processes, the service design, build and transition processes, the resolution and fulfilment processes, and the service assurance processes

- Identify and draft the SMS and the services required documented information, including templates for policies, processes, procedures, plans, among others required

- Understand and implement the performance evaluation requirements, including the approaches for monitoring and measure the SMS and the services, the internal audit program, and the management review

- Identify and respond to the SMS and the services continual improvement requirements based on the continual changes in the context of an organization

- Advise an organization on the latest service management and related best practices in support to the service management and business objectives

- Lead the organization to the achievement of the ISO/IEC 20000-1 certification

- Acquire the required knowledge to succeed in the "BEHAVIOUR Certified Service Management 20000 Lead Implementer" exam and achieve a personnel certification

PROGRAMA

1. **Introduction to Service Management, the ISO/IEC 20000-1 standard and, related best practices**
   - Course introduction
   - Service management standards and compliance requirements
   - Service management fundamentals
   - Presentation and overview of the SMS requirements
   - Preparing for SMS implementation – approach and methodology
   - Understanding of the organization drivers and establishing the service management context
   - Drafting the SMS scope
   - Assessing the current and target state for the SMS gap analysis

2. **Establish (Plan) an SMS based on ISO/IEC 20000-1**
   - Leadership and commitment for the SMS Service Management Program establishment
   - Drafting the Service Management Policy
   - Establish the SMS organizational structures (roles, responsibilities, and authorities)
   - Assessment and treatment of SMS risks and opportunities
   - Establishing and planning the service management objectives; the service management plan
   - ·Determine and provide support to establish and operate the SMS and the services (resources, competence, awareness, communication, documented information, and knowledge)
   - Drafting the documented information management process
   - Required SMS documented information and templates for the SMS and services implementation and operation (Policies, Processes, Procedures, among others)

3. **Implement and Operate (Do) an SMS based on ISO/IEC 20000-1**
   - Best practices for drafting and implementing the service management processes based on ISO/IEC 20000-2
   - Service portfolio management processes
   - Relationship and agreement management processes
   - Supply and demand management processes
   - Service design, build and transition management processes
   - Resolution and fulfilment management processes
   - Service assurance management processes
   - Transitioning the SMS to operations

4. **Monitor and Review (Check) and, Maintain and Improve (Act) an SMS based on ISO/IEC 20000-1; Advance for the ISO/IEC 20000-1 Certification Audit**
   - Monitoring, measurement, analysis, and evaluation; service reporting
   - Internal audit program
   - Management review
   - Managing findings, including nonconformities, and apply corrective actions
   - Continual improvement process
   - Advance for the ISO/IEC 20000-1 certification audit
   - Personnel certification and closing the training

5. **Certified Service Management 20000 Lead Implementer Exam**

EXAM

The *Certified Service Management 20000 Lead Implementer* exam covers the following competence domains:

Domain 1
Service management fundamentals and ISO/IEC 20000-1 requirements

Domain 2
Establish (Plan) an SMS based on ISO/IEC 20000-1

Domain 3
Implement and Operate (Do) an SMS based on ISO/IEC 20000-1

Domain 4
Monitor and Review (Check) an SMS based on ISO/IEC 20000-1

Domain 5
Maintain and Improve (Act) an SMS based on ISO/IEC 20000-1

Domain 6
Advance for the ISO/IEC 20000-1 Certification Audit

CERTIFICATION

After successfully completing the certification exam, and signing the agreement/code of ethics, you may apply for one of the credentials, depending on your professional experience:

Certified Service Management 20000 Associate Implementer
não é necessária experiência anterior

Certified Service Management 20000 Implementer
2 anos de experiência em Segurança da Informação

Certified Service Management 20000 Lead Implementer
5 anos de experiência em Segurança da informação

The certification diploma will be issued to candidates who successfully complete the exam and who meet all requirements related to the chosen certification.

INSCREVA-SE PARTICIPE
REGISTER AND PARTICIPATE

Consulte online as próximas datas em
See online the next public dates

https://behaviour-group.com/PT/curso-service-management-20000-lead-implementer/