

# ISO/IEC 20000 (ITSM) Lead Implementer Course

**Course Duration: 40 Hrs.**

**Course Code: ISO20000-LI**

## Course Overview

The ISO/IEC 20000 (ITSM) Lead Implementer Course is designed to equip participants with the knowledge and practical skills required to establish, implement, manage, and maintain an IT Service Management System (ITSMS) in compliance with ISO/IEC 20000 requirements. The course emphasizes IT service delivery, process optimization, risk management, and continual improvement to ensure high-quality and efficient IT services that meet organizational and customer requirements.

## What you'll learn?

Participants will learn how to interpret ISO/IEC 20000 requirements, develop IT service management policies and objectives, design and implement ITSM processes, and monitor ITSMS performance. They will gain expertise in managing IT service delivery, preparing for audits, ensuring compliance, and fostering a culture of continuous improvement in IT service management.

## Target Audience

This course is intended for IT managers, service delivery managers, IT consultants, auditors, and professionals responsible for implementing or managing IT service management systems. It is also suitable for individuals seeking to become certified ISO/IEC 20000 Lead Implementers or enhance their expertise in IT service management practices.

## Pre-Requisites

Participants are recommended to have a basic understanding of IT service management principles, IT operations, or prior experience in management systems. Completion of an ISO/IEC 20000 Foundation course is beneficial but not mandatory.

## Course Content

**Module 1:** Introduction to ISO/IEC 20000 and IT service management principles

**Module 2:** Planning and initiating an IT Service Management System

**Module 3:** ITSMS policy, objectives, and compliance obligations

**Module 4:** Design and implementation of ITSM processes

**Module 5:** Risk assessment, control, and continual improvement of ITSMS

**Module 6:** Monitoring, measurement, and evaluation of IT service performance

**Module 7:** Preparing for audits, certification, and compliance readiness

**Module 8:** Leading IT service management teams and fostering a culture of excellence