ISO/CEI 20000:2018 Transition

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SII-267   2 Days (12 Hours)

Description

During this training, you will be able to gain the knowledge and expertise necessary to help an organization plan and implement the process of transitioning an SMS from ISO/IEC 20000-1:2011 to ISO /IEC 20000-1:2018 on time.

Who is this training for ?

For whom

To executives, trainers and/or consultants involved in a migration to an ISO/IEC 20000-1:2018 SMS. To those responsible for the migration process from ISO/IEC 20000-1:2011 to ISO/IEC 20000-1:2018. To auditors seeking to carry out certification of the ISO/IEC 20000-1:2018 transition.

Prerequisites

A fundamental understanding of ISO/IEC 20000-1 and in-depth knowledge of transition processes.

Training objectives

- Learn the main differences between ISO/IEC 20000-1:2011 and ISO/IEC 20000-1:2018

- Master the new concepts and requirements of ISO/IEC 20000-1:2018

- Learn how to effectively implement ISO/IEC changes 20000-1:2018 to an existing service management system (SMS).

- Understand the new high-level structure of ISO/IEC 20000-1:2018 and learn how to apply it to an existing SMS.

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