

## ISO/CEI 20000 Lead Implementer



SII-301 5 Days (35 Hours)

### Description

This training is designed to equip you with a mastery of best practices in IT service management systems and to develop your skills in improving IT processes and/or services, efficiency and the overall performance of the organization.

### Who is this training for ?

#### For whom

Managers or consultants involved in IT service management. Specialized advisors wishing to master the implementation of an IT Service Management System. Any person responsible for maintaining compliance with ITMS requirements. Members of an SMSTI team.

#### Prerequisites

Good knowledge of the ISO/IEC 20000 standard and in-depth knowledge of the principles of its implementation.

### Training objectives

- Understand the correlation between ISO/IEC 20000-1 and ISO/IEC 20000-2, as well as other standards and regulatory frameworks
- Master the concepts, approaches, methods and techniques necessary to implement effectively implement and manage an SMSTI
- Know how to interpret the requirements of the ISO/IEC 20000-1 standard in a specific context of the organization
- Know how to support an organization in planning, implementation, management, monitoring and maintenance update an SMSTI
- Acquire the expertise necessary to advise an organization on the implementation of best practices relating to the IT Service Management System

### Training program

Introduction à la norme ISO/CEI 20000 et initialisation d'un SMSTI

Planification de la mise en œuvre d'un SMSTI

Mise en œuvre d'un SMSTI

Surveillance, mesure, amélioration continue et préparation de l'audit de certification du SMSTI

Examen de certification