

ISO 20000 LEAD IMPLEMENTER CERTIFICATION

As per International standards



UNICHROME

Unichrone Training **Advantages**

- ✓ 4 Day Interactive Instructor –led Online Classroom or Group Training
- ✓ Course study materials designed by subject matter experts
- ✓ Mock Tests to prepare in a best way
- ✓ Highly qualified, expert & accredited trainers with vast experience
- ✓ Enrich with Industry best practices and case studies and present trends
- ✓ ISO 20000 Lead Implementer course adhered with International Standards
- ✓ End-to-end support via phone, mail, and chat
- ✓ Convenient Weekday/Weekend ISO 20000 Lead Implementer Training Course schedule



Importance of ISO 20000 Lead Implementer

- ✓ ISO 20000 Lead Implementer Certification is awarded to individuals who implement IT Service Management System (SMS). Organizations applying ISO 20000 certification into their framework demonstrate their effectiveness in delivering IT services. Certified ISO 20000 Lead Implementers engage in executing the IT SMS as per the requirements of the standard.
- ✓ ISO 20000 Lead Implementers possess the competencies to execute IT SMS as per the requirements of the standard. Such professionals are further responsible for designing and developing IT service management systems as per business needs. On successfully implementing ITSMS, ISO 20000 Lead Implementers are necessitated to maintain and monitor the system constantly to comply with changing regulations.

About Unichrone



We are a professional training institute with an extensive portfolio of professional certification courses. Our training programs are meant for those who want to expand their horizons by acquiring professional certifications across the spectrum. We train small- and medium-sized organizations all around the world, including in USA, Canada, Australia, UK, Ireland and Germany.



Guaranteed Quality



Handpicked Trainers



Global Presence



Online Training Option

**We've trained professionals across
global companies**

PHILIPS

AXCESS
FINANCIAL PRODUCT MANAGEMENT

CLARIANT

AkerSolutions

WÜRTH

baycoat

DUPONT

DASHTI

GlobalSign

Triskele Labs

مصرف الراجحي
Al Rajhi Bank

DHL

ARASCO  **أراسكو**

ELIGIBILITY CRITERIA

- ✓ There are no prerequisites for attending ISO 20000 Lead Implementer Training Course. However, basic knowledge on ISO 20000 standard through ISO 20000 Foundation Certification is recommended.

WHO SHOULD ATTEND

- ✓ Auditors, managers, technical experts, members of the ITSMS team, and any individual who meets the prerequisites can take up ISO 20000 Lead Implementer Training.

ISO 20000 Lead Implementer Certification **Advantages**



CERTIFIES
YOUR TALENT



HELPS
BUILDING
VALUES



GLOBAL
RECOGNITION



PERFECT
EXECUTION



BUILDS
CUSTOMER
LOYALTY



MORE
EMPLOYABILITY
OPTIONS

Syllabus of ISO 20000 Lead Implementer Training

Lesson 01 – Information Technology Service Management (ITSM)

- | | |
|-----|---|
| 1. | Business case and initial design of the ITSMS |
| 2. | Define the scope of ITSMS |
| 3. | IT Service Management |
| 4. | Benefits of IT Service Management |
| 5. | ITSMS policy |
| 6. | Documentation of process and procedures |
| 7. | Define management systems and process approach |
| 8. | Presentation of standards and their comparisons |
| 9. | Fundamental principles of Information Technology |
| 10. | Preliminary analysis and determining the level of existing information technology |
| 11. | Develop a project plan |
| 12. | Accounting the IT services; accounting and budgeting |

Lesson 02 – Introduction and Background to ISO/IEC 20000

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|----|---------------------------|
| 1. | What Is ISO/IEC 20000? |
| 2. | Benefits of ISO/IEC 20000 |
| 3. | ISO/IEC 20000 – parts |

Lesson 03 – Introduction ISO/IEC 20000-1:2011

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|----|-------------------------------------|
| 1. | ISO/IEC 20000-1: 2011 |
| 2. | Key differences – ISO 20000 & ITIL® |
| 3. | ITIL® life cycles |
| 4. | Clauses ISO/IEC 20000-1: 2011 |

Syllabus of ISO 20000 Lead Implementer Training

Lesson 04 – Service Management System (SMS)

1.	Management responsibility
2.	Governance of processes operated by other parties
3.	Document management
4.	Establish and improve the SMS
5.	Resource management

Lesson 05 – Design & Transition of New or Changed Services

1.	Design & Transition of New or Changed Services
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Lesson 6 – Introduction to Auditing

1.	Define auditing
2.	Types of audit- Internal- External
3.	Audit terminology
4.	Benefits of auditing

Syllabus of ISO 20000 Lead Implementer Training

Lesson 07 – Auditing Roles and Principles

1.	Auditor
2.	Auditee
3.	Audit team
4.	Guides and observers
5.	Lead auditor
6.	Audit management
7.	Maintaining confidentiality
8.	Independence
9.	Evidence-based approach
10.	Integrity
11.	Fair presentation of audit reports

Lesson 08 – Responsibilities of the Auditor

1.	Management of personnel
2.	Preparation checklists
3.	Scope of work
4.	Managing audit programmes
5.	Communication at all levels of organization

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Lesson 09– Skills and Competencies of an Internal Auditor

1.	Personal attributes
2.	Knowledge
3.	Skills
4.	Education and experience

Lesson 10 – Purpose of Internal Auditing

1.	Detection
2.	Protection
3.	Prevention

Lesson 11– Audit Procedures

1.	Initialise the report
2.	Prepare activities
3.	Prepare plans
4.	Assigning the work to the team
5.	Preparing documents
6.	Conduct open meeting
7.	Prepare and distribute reports
8.	Complete the audit
9.	Conduct a follow-up

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Lesson 12–Audit triangle

1.	Question
2.	Check
3.	Observe

Lesson 13–Audit template/work documents

1.	Audit requirements
2.	Audit Documents

Lesson 14 – Complete Management

1.	Service level management
2.	General requirements
3.	Service catalogue
4.	Service level agreement
5.	Supportive agreements
6.	Service process

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Lesson 15– Scope

1.	Scope definition
2.	Scope consideration
3.	Scope statement
4.	Scope agreement
5.	Guidelines

Lesson 16– Launching and Implementing

1.	Configuration and release management
2.	Change management
3.	Management of capacity and availability
4.	Service continuity

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Lesson 17– The Administration of Information Security

1.	IT security policies
2.	Security risks assessment
3.	Controls
4.	Documents and records
5.	Managing the operations

Lesson 18– Implementation Guidance and Types

1.	Service delivery process <ul style="list-style-type: none">• Service reporting• Service continuity and availability management• Budgeting and accounting for services• Capacity management• Information security management
2.	Resolution process <ul style="list-style-type: none">• Incident and service request management• Problem management
3.	Relationship process <ul style="list-style-type: none">• Business relations• Regular reviews• Customer satisfaction measurement• Service complaints• Supplier• Contract• Service definition• Terminating contract
4.	Control process <ul style="list-style-type: none">• Configuration management• Change management• Release and deployment management

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Lesson 19– Control, Monitor, and Measure

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|----|---|
| 1. | Monitoring the processes |
| 2. | Internal auditor |
| 3. | Development of metrics |
| 4. | Performance indicators and dashboards |
| 5. | Managing the reviews |
| 6. | Implementation of the continual improvement program |
| 7. | Preparing audits |
| 8. | Managing contractual disputes |

Format of ISO 20000 Lead Implementer Exam

Examination Format	
Exam Name	ISO 20000 Lead Implementer Exam
Exam Format	Multiple Choice
Total Questions & Duration	100 Questions, 120 Minutes
Passing Score	70%
Exam Cost	Included in training fee

To get you fully prepared with the knowledge and skills for the ISO 20000 Lead Implementer Exam, a training session at Unichrone gives immense importance to mock questions at the end of every module and problem-solving exercises within the session. Prepared by ISO certified lead Implementers, the practice tests are a true simulation of the ISO 20000 Lead Implementer exam.

Contact Us

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<https://unichrone.com/>

