# Advanced ISO 20000 IT Service Management Systems Training Course



19 - 23 Oct 2026

Boston

7500 € (Per Person)

Ref: #ISO1492_65650

## Course Introduction / Overview:

This course provides a comprehensive exploration of the ISO/IEC 20000-1:2018 standard for IT Service Management Systems (SMS). It is designed to equip participants with the knowledge and skills necessary to implement, manage, and continually improve an SMS that aligns with international best practices. Moving beyond mere theoretical understanding, this program delves into the practical application of the standard, ensuring that IT services are delivered efficiently, effectively, and in alignment with business objectives. As discussed by authors like Jan van Bon in foundational texts such as "Foundations of IT Service Management based on ITIL," a structured approach to service management is critical for organizational success. This course bridges the gap between frameworks like ITIL and the auditable requirements of the ISO 20000 standard. Participants will learn to navigate the entire service lifecycle, from service design and transition to delivery and improvement. At BIG BEN Training Center, we focus on transforming your IT operations into a strategic business asset by mastering service level management, incident and problem resolution, and robust control processes, ultimately preparing your organization for successful certification and enhanced service quality.

## Target Audience / This training course is suitable for:

- IT Managers and Directors.
- Service Desk Managers and Team Leaders.
- ITSM Consultants and Practitioners.
- Internal and External ISO 20000 Auditors.
- IT Professionals involved in service delivery and support.
- Quality and Compliance Managers.
- Project Managers responsible for ITSM initiatives.
- Business Relationship Managers.

## Target Sectors and Industries:

- Information Technology and Software Development.
- Telecommunications and Service Providers.
- Banking, Finance, and Insurance Services.
- Healthcare and Pharmaceutical Industries.
- Government Agencies and Public Sector Organizations.
- Manufacturing and Engineering.
- Consulting and Professional Services.
- Education and Research Institutions.

## Target Organizations Departments:

- Information Technology (IT) Department.
- Service Desk and Customer Support.
- Quality Assurance and Compliance.
- Operations Management.
- Information Security.
- Project Management Office (PMO).
- Business Continuity and Disaster Recovery Planning.
- Procurement and Vendor Management.

## Course Offerings:

By the end of this course, the participants will have able to:

- Interpret the requirements of the ISO/IEC 20000-1:2018 standard in detail.
- Develop a comprehensive plan for implementing a Service Management System (SMS).
- Establish and manage key ITSM processes such as incident, problem, and change management.
- Define and monitor Service Level Agreements (SLAs) that align with business needs.
- Understand the integration between different service management processes.
- Prepare an organization for an ISO 20000 certification audit.
- Conduct internal audits of the SMS to ensure compliance and effectiveness.
- Drive continual improvement within the IT service management framework.
- Manage risks associated with IT service delivery.
- Align IT services with the strategic objectives of the organization.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring participants can apply their learning directly to their work environments. We employ a blended learning approach that combines expert-led instruction with hands-on activities. The course is built around real-world case studies and scenarios, allowing participants to analyze complex service management challenges and develop effective solutions. Collaborative group discussions and workshops encourage the sharing of experiences and perspectives, fostering a rich learning environment. Practical exercises, such as drafting process documents or developing a mock audit plan, reinforce key concepts and build tangible skills. Role-playing activities simulate real-life situations, like handling a major incident or negotiating a service level agreement, to enhance decision-making and communication abilities. Throughout the course, our experienced instructors provide continuous feedback and guidance, ensuring a deep understanding of the ISO 20000 standard and its application. This experiential learning model guarantees that participants leave not just with knowledge, but with the confidence to implement and manage a world-class IT Service Management System.

## Course Agenda (Course Units):

### Unit One: Foundations of IT Service Management and ISO 20000

- Introduction to IT Service Management (ITSM) concepts and principles.
- History and evolution of the ISO/IEC 20000 standard.
- Understanding the structure and clauses of ISO/IEC 20000-1:2018.
- The relationship between ISO 20000, ITIL, and other frameworks.
- Key terminology and definitions within the standard.
- The business benefits of implementing an ISO 20000 compliant SMS.
- Understanding the context of the organization and interested parties.

### Unit Two: Planning and Implementing the Service Management System (SMS)

- Leadership commitment and establishing the SMS policy.
- Defining the scope and applicability of the SMS.
- Planning for the SMS, including objectives and risk management.
- Resource management for the SMS (people, technology, information).
- Establishing competence, awareness, and communication plans.
- Documented information requirements for the SMS.
- Planning and controlling changes to the SMS.

### Unit Three: Service Portfolio and Relationship Management

- Service portfolio management processes.
- Business relationship management and understanding business needs.
- Service level management and defining Service Level Agreements (SLAs).
- Supplier management and managing external service providers.
- Service catalogue management.
- Budgeting and accounting for services.
- Demand and capacity management.

### Unit Four: Service Design, Build, and Transition Processes

- Change management process and controls.
- Configuration management and the Configuration Management Database (CMDB).
- Release and deployment management.
- Designing and developing new or changed services.
- Service validation and testing.
- Transition planning and support.
- Knowledge management within the service lifecycle.

### Unit Five: Resolution, Control, and Continual Improvement

- Incident and service request management.
- Problem management for root cause analysis.
- Service continuity and availability management.
- Information security management within the SMS.
- Monitoring, measurement, analysis, and evaluation of the SMS.
- Internal audit program and management review.
- Continual improvement, nonconformity, and corrective action.

## FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

Beyond compliance, how can the principles of ISO 20000 be leveraged to drive genuine business innovation and competitive advantage?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond a purely theoretical or audit-focused examination of the ISO 20000 standard. Its core strength lies in its holistic and business-centric approach to IT Service Management. While other programs may focus heavily on clause-by-clause interpretation, our curriculum emphasizes the strategic integration of the SMS with overarching business objectives. We concentrate on the "why" behind the "what," exploring how a well-implemented SMS can become a driver for efficiency, customer satisfaction, and innovation. The methodology is deeply rooted in practical application, utilizing complex, real-world case studies that challenge participants to think critically and apply principles in context. Rather than simply learning to pass an audit, attendees will master the art of building a resilient, adaptable, and value-driven service management culture. The course content is enriched with insights on aligning ITSM with frameworks for governance and risk, providing a more comprehensive skill set. Our expert instructors bring extensive field experience, offering practical wisdom and nuanced perspectives that cannot be found in textbooks, ensuring participants gain actionable strategies for immediate implementation.