ISO 20000-1 IT Service Management Implementation Training Course

23 - 27 Nov 2026

Rome

5800 € (Per Person)

Ref: #ISO8692_116615

Course Introduction / Overview:

This course provides a comprehensive roadmap for implementing an ISO 20000-1 compliant IT Service Management System (SMS). It is designed to move beyond theoretical knowledge, offering a practical, step-by-step guide to establishing, implementing, maintaining, and continually improving an SMS. In today's digitally-driven world, consistent and high-quality IT service delivery is not just an advantage but a necessity for organizational success. This program demystifies the requirements of the standard, translating complex clauses into actionable implementation strategies. We will explore the full-service lifecycle, from service design and transition to operation and continual improvement. Drawing upon established best practices and insights from experts like Mart Rovers, author of "ISO/IEC 20000: A Pocket Guide," participants will gain the skills to build a robust framework that aligns IT services with business objectives. BIG BEN Training Center has developed this curriculum to empower professionals to lead their organizations towards service excellence, enhanced customer satisfaction, and successful ISO 20000-1 certification. This journey is about embedding a culture of quality and efficiency within the IT function, ensuring services are reliable, effective, and add tangible value to the business.

Target Audience / This training course is suitable for:

- IT Managers and Directors.
- Service Delivery Managers.
- ITSM Implementation Project Managers.
- IT Consultants and Advisors.
- Quality and Compliance Managers.
- Internal and External Auditors.
- IT Professionals involved in service design, transition, and operation.
- Individuals seeking a career in IT Service Management.

Target Sectors and Industries:

- Information Technology and Services.
- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Telecommunications Providers.
- Government Agencies and Public Sector Bodies.
- Manufacturing and Engineering.
- Consulting and Professional Services.
- Retail and E-commerce.

Target Organizations Departments:

- Information Technology Department.
- Service Desk and Support Teams.
- Quality Assurance and Control.
- Operations Management.
- Project Management Office (PMO).
- Compliance and Risk Management.
- Business Relationship Management.

Course Offerings:

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

- Interpret the requirements of the ISO 20000-1:2018 standard in a practical context.
- Develop a clear scope and policy for a Service Management System (SMS).
- Plan and lead an ISO 20000-1 implementation project from start to finish.
- Establish and manage key ITSM processes like incident, problem, and change management.
- Define and monitor Service Level Agreements (SLAs) that align with business needs.
- Conduct internal audits to assess the effectiveness and compliance of the SMS.
- Prepare an organization for a successful ISO 20000-1 certification audit.
- Drive a culture of continual improvement within the IT service delivery function.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can apply their learning directly to their work environments. We move beyond traditional lectures by incorporating a dynamic blend of expert-led presentations, real-world case studies, and collaborative group exercises. Participants will work in teams to analyze implementation scenarios, design ITSM processes, and solve practical challenges related to service management. Interactive workshops will provide hands-on experience in areas such as defining service scope, conducting risk assessments, and preparing for management reviews. Our instructors facilitate open discussions, encouraging participants to share their own experiences and challenges, creating a rich and collaborative learning environment. Continuous feedback is a cornerstone of our approach, with regular Q&A sessions and guided reviews of exercises to reinforce key concepts. This immersive, hands-on methodology ensures a deep understanding of the ISO 20000-1 standard and equips participants with the confidence and skills to lead a successful implementation project within their own organizations.

Course Agenda (Course Units):

Unit One: Foundations of ITSM and ISO 20000-1

- Introduction to IT Service Management (ITSM) concepts and principles.
- Overview of the ISO 20000 family of standards.
- Detailed clause-by-clause review of ISO 20000-1:2018 requirements.
- The relationship between ISO 20000-1, ITIL, and other frameworks.
- Understanding the business benefits of implementing an SMS.
- Key terminology and definitions in service management.
- The Plan-Do-Check-Act (PDCA) cycle in the context of ISO 20000-1.

Unit Two: Planning the Service Management System (SMS)

- Defining the context of the organization (Clause 4).
- Demonstrating leadership and commitment (Clause 5).
- Establishing the scope and applicability of the SMS.
- Developing the service management policy and objectives.
- Defining roles, responsibilities, and authorities within the SMS.
- Planning for risk and opportunity management.
- Creating the service management plan.

Unit Three: Implementing and Operating the SMS

- Planning and controlling the SMS (Clause 8.1).
- Managing the service portfolio, including service catalog management.
- Relationship and service level management (SLAs, OLAs, UCs).
- Demand management, capacity management, and service continuity.
- Information security, budgeting, and accounting for services.
- Change management, release, and deployment management.
- Incident management, service request management, and problem management.

Unit Four: Performance Evaluation and Continual Improvement

- Monitoring, measurement, analysis, and evaluation of the SMS (Clause 9).
- Planning and conducting internal audits.
- Conducting effective management reviews.
- Identifying and managing nonconformities.
- Implementing corrective actions.
- The principles of continual improvement (Clause 10).
- Techniques for improving service quality and process efficiency.

Unit Five: Preparing for Certification and Sustaining Compliance

- The ISO 20000-1 certification process explained.
- Selecting a suitable certification body.
- Preparing for the Stage 1 and Stage 2 certification audits.
- Managing and responding to audit findings.
- Sustaining the SMS post-certification.
- Embedding a culture of service excellence and continual improvement.
- Course review, summary, and final Q&A session.

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:

How can an organization effectively balance the prescriptive requirements of ISO 20000-1 with the need for agile and flexible IT service delivery in a rapidly changing digital landscape?

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

This course distinguishes itself by focusing intensely on the practical application and implementation of the ISO 20000-1 standard, rather than offering a purely theoretical or audit-centric overview. While many programs concentrate on interpreting the clauses, our curriculum is built around a "how-to" approach, providing a clear, actionable framework that participants can immediately use within their organizations. We emphasize the integration of the Service Management System (SMS) with overarching business objectives, ensuring that IT services are not just managed efficiently but also deliver tangible value. The content is enriched with real-world case studies and implementation scenarios drawn from diverse industries, offering insights into common challenges and proven solutions. Our expert instructors bring extensive field experience, guiding participants through the nuances of project planning, process design, and stakeholder management. The course fosters a deep understanding of how to build a sustainable culture of continual improvement, empowering attendees to not only achieve certification but to maintain and enhance service excellence long-term, making it an investment in organizational capability, not just compliance.