ISO/IEC 20000-1: 2018
INFORMATION TECHNOLOGIES SERVICE MANAGEMENT SYSTEM
IMPLEMENTATION TRAINING COURSE

TIME (DAY)	2
TRAINING OPTIONS	General Participation & In-House & Online
LANGUAGE	Turkish, English
COURSE CODE/ACCREDITATION	A021882 / CPD

COURSE AIM

ISO / IEC 20000-1: 2018 is an internationally recognized standard for a service management system. It supports the management of the service lifecycle, including planning, design, migration, delivery and improvement of services to meet targeted requirements, thereby providing value for customers, users and service providers.

By participating in this training, you will discover how to implement an ISO / IEC 20000-1: 2018 based Service Management System (SMS). With the support of our expert staff, you will learn how to develop an implementation plan, create the necessary documents and implement your SMS.

WHO SOULD ATTEND

- Personnel responsible for the implementation and management of the ISO / IEC 20000-1: 2018 management system,
- Information security consultants,
- Employees in IT departments,
- Those who work in computer technologies, management information systems, software systems and software development technologies and want to install this system in their organisations.

COURSE CONTENT

- Interpreting the basic concepts and requirements of ISO / IEC 20000-1: 2018 from an application perspective,
- Determining the advantages specific to your organization regarding an effective SMS implementation,
- Creating and implementing an action plan according to the basic requirements of ISO / IEC 20000-1: 2018,
- Developing the skills to make your own basic assessment of your organization's current position on ISO / IEC 20000-1,
- SLA management, service continuity management, capacity management, information security management and reporting in the service realization process,
- Customer relations and supplier relationship management,
- Incident and problem management,
- Example activities,
- Certification preparation studies,
- Preparing for the third-party audit and certification,

IMPORTANT NOTES

NOTE 1: You should have a good knowledge of ISO / IEC 20000-1: 2018 and the basic principles of SMS. If you are not, we strongly recommend you to attend our ISO / IEC 20000-1: 2018 Awareness training course.
NOTE 2: 70% attendance is mandatory to obtain a training participation certificate.