

Service Management System

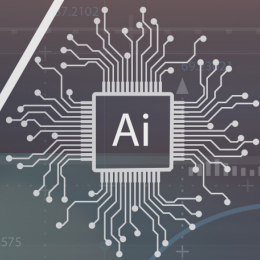


ISO/IEC 20000-1:2018 Syllabus



001010 1110 1111
001010 1110 1111
001010 1110 1111
001010 1110 1111

001010 1110 1111
001010 1110 1111
001010 1110 1111
001010 1110 1111



001010 1110 1111
001010 1110 1111
001010 1110 1111
001010 1110 1111

79.2563

87.2102

51.2362

7.2102

51.362

99.8575

12.3652

AWARENESS

ISO/IEC 20000-1:2018 TRAINING

GENERAL INFORMATION



DESCRIPTION

ISO/IEC 20000-1:2018 Awareness training is a one-day program covering the fundamental concepts of a Service Management System (SMS). The training provides insight into the advantages of implementing SMS.



EXPECTATIONS AND GOALS

By attending the program, candidates are expected to be able to:

1. Understand the basic concepts and requirements of ISO/IEC 20000-1
2. Identify the key benefits of ISO/IEC 20000-1 for an organization
3. Understand the basic elements of an IT Service Management based on the requirement of ISO/IEC 20000-1



WHO SHOULD ATTEND:

- IT and Corporate Security Managers
- Individuals involved in IT Service Management
- Individuals seeking to gain knowledge about the main processes of Service Management Systems (SMS)



PROVIDED MATERIALS

- The training module and case studies
- Certificate of Attendance

1 day

AWARENESS
ISO/IEC 20000-1:2018
TRAINING

Training Agenda

Topic

Day 1

Introduction to Service Management System (SMS)

Key definitions and requirements of ISO/IEC
20000-1:2018 standard

Principles and concept of Service Management System
(SMS) based on ISO/IEC 20000-1:2018

ISO/IEC 20000-1:2018 training provides insight into the advantages of implementing Service Management Systems (SMS).

UNDERSTANDING ISO/IEC 20000-1:2018 TRAINING

GENERAL INFORMATION



DESCRIPTION

Understanding training is a two-day program that aims to give an introduction about Service Management System (SMS), Describe the scope SMS, the concept of SMS, aims SMS, and the requirements of ISO/IEC 20000-1:2018.



EXPECTATIONS AND GOALS

By attending the program, candidates are expected to be able to:

1. Understand the basic service management concepts, definitions, and approaches
2. Get acquainted with the ISO/IEC 20000-1 requirements for a service management system
3. Develop a general understanding of how an organization can meet the requirements of ISO/IEC 20000-1
4. Understanding the correlation between ISO/IEC 20000-1, standards in the ISO/IEC 20000 series, and other ISO standards
5. Gain understanding on the objective of ISO/IEC 20000-1 requirements



WHO SHOULD ATTEND:

- IT and Corporate Security Managers
- Individuals involved in IT Service Management
- Individuals seeking to gain knowledge about the main processes of Service Management Systems (SMS)



PROVIDED MATERIALS

- The training module consists of slides material presentation.
- Certificate of Attendance

2 days

UNDERSTANDING
ISO/IEC 20000-1:2018
TRAINING

Training Agenda

Topic

Day 1

Background of Service Management System

Why Service Management System is important

Benefits of Service Management System

Terms and definition in Service Management System

Requirements ISO/IEC 20000-1:2018 – Clausul 4 to 6

Day 2

Continue Requirement ISO/IEC 20000-1:2018 – Clausul
7 to 10

IMPLEMENTATION

ISO/IEC 20000-1:2018

TRAINING

GENERAL INFORMATION



DESCRIPTION

Implementation training is a two-day course that will help you learn to assess the effectiveness of ISO/IEC 20000 implementation in your organization.



EXPECTATIONS AND GOALS

By attending the training, candidates are expected to be able to:

1. Identify the purpose, content, and the relation between the implementation of ISO/IEC 20000-1 and other regulatory frameworks
2. Understand the approaches, methods, and techniques used for effective implementation of ISO/IEC 20000-1
3. Acquire the ability to interpret the guidelines of ISO/IEC 20000-1 in the specific context of an organization
4. Develop the necessary skills and expertise to support an organization to plan, implement, manage, monitor, and maintain ongoing compliance to regulation
5. Gain the knowledge to advise an organization in managing a Service Management System (SMS) program by following best practices



WHO SHOULD ATTEND:

- Information Security Managers
- IT and Corporate Security Managers
- Professionals seeking to master the implementation of an SMS based on the requirements of ISO/IEC 20000-1
- Individuals responsible for maintaining compliance to ISO/IEC 20000-1 requirements in an organization



PROVIDED MATERIALS

- The training module and case studies
- Certificate of Attendance and Certificate of Success

PREREQUISITE:

Having an understanding of the requirements in the standard

2 days

IMPLEMENTATION
ISO/IEC 20000-1:2018
TRAINING

Training Agenda

Topic

Day 1

Course introduction

Key concepts and requirements of ISO/IEC 20000-1:2018
implementation

Planning and implementation of an SMS

Day 2

Continual improvement and monitoring of an SMS

ISO/IEC 20000-1:2018 implementation framework

Implementation of an SMS

CERTIFIED INTERNAL AUDITOR ISO/IEC 20000-1:2018 TRAINING

GENERAL INFORMATION



DESCRIPTION

Certified Internal Auditor training is a two-day program that provides the necessary input to master the skill needed by an SMS Auditor based on ISO 19011 guidelines. The training empowers candidates to identify any gaps in their organization in accordance with ISO/IEC 20000-1:2018 standard.



EXPECTATIONS AND GOALS

By attending the training, candidates are expected to be able to:

1. Explain the role of an auditor to plan, conduct, report and follow up an SMS audit in accordance with ISO/IEC 20000-1
2. Have the skills and knowledge needed to conduct internal audits against the requirements of the ISO/IEC 20000-1 and to report and follow-up the results
3. Interpret the requirements of ISO/IEC 20000-1 in the context of an SMS audit
4. Comprehend the methodologies, requirements, guidelines, framework, and managerial approach



WHO SHOULD ATTEND:

- Internal Auditors
- Information security managers and consultants seeking to master an SMS audit process
- Individuals responsible for maintaining compliance to SMS requirements
- Experts in service management



PROVIDED MATERIALS

- The training module and case studies
- Examination
- Internal Auditor Certificate

PREREQUISITE:

A basic understanding of ISO/IEC 20000-1:2018 (has attended foundation level training)

2 days

CERTIFIED INTERNAL AUDITOR
ISO/IEC 20000-1:2018
TRAINING

Training Agenda

Topic

Day 1

Overview about ISO/IEC 20000-1:2018

Audit planning & exercise

Checklist & exercise

Auditing

Audit evidence exercise

Audit findings

Day 2

Audit reporting

Exercise – how to conduct a closing meeting

How to follow up an audit

Exercise – audit follow up

Wrapping up day 1-2

Examination

CERTIFIED LEAD IMPLEMENTER ISO/IEC 20000-1:2018 TRAINING

GENERAL INFORMATION



DESCRIPTION

Certified Lead Implementer training is a four-day intensive program that enables participants to establish, implement, and maintain a Service Management Systems (SMS) and continually improve its effectiveness based on ISO/IEC 20000-1:2018. Through this training, you will gain a thorough understanding of an SMS and how to apply them to continuously improve the organization's SMS performance.



EXPECTATIONS AND GOALS

By attending the program, candidates are expected to be able to:

1. Understand the implementation of an SMS in accordance with ISO/IEC 20000-1
2. Gain a comprehensive understanding of the concepts, approaches, methods, and techniques required for the effective management of an SMS
3. Acquire the necessary expertise to support an organization in implementing, managing, and maintaining an SMS as specified in ISO/IEC 20000-1
4. Acquire the required expertise to manage a team implementing ISO/IEC 20000-1
5. Develop the knowledge and skills required to advise organizations on best practices in the management of service management systems



WHO SHOULD ATTEND:

- IT and Corporate Security Managers
- Information security managers and consultants seeking to master an SMS audit process
- Individuals responsible for maintaining compliance to SMS requirements
- Risk and compliance managers
- Experts in service management



PROVIDED MATERIALS

- The training module and case studies
- Examination
- Lead Implementer Certificate

4 days

CERTIFIED LEAD IMPLEMENTER
ISO/IEC 20000-1:2018
TRAINING

Training Agenda

Topic

Day 1

Introduction to ISO/IEC 20000 series and the initiation of an SMS

ISO standards and ISO/IEC 20000 series

Fundamental concepts of service management and the SMS

Initiation of the SMS implementation

The organization and its context

Analysis of the existing system

SMS scope

Day 2

Leadership and commitment

Service management policies and objectives

Risk assessment

Resources and competence

Awareness and communication

Documented information

4 days

CERTIFIED LEAD IMPLEMENTER
ISO/IEC 20000-1:2018
TRAINING

Training Agenda

Topic

Day 3

Service portfolio

Relationship and agreement

Supply and demand

Service design, build, and transition

Resolution and fulfillment

Service assurance

Day 4

Monitoring, measurement, analysis, and evaluation

Internal audit

Management review

Treatment of nonconformities

Continual improvement

Preparation for the certification audit

Closing of the training course

Examination

CERTIFIED LEAD AUDITOR ISO/IEC 20000-1:2018 TRAINING

GENERAL INFORMATION



DESCRIPTION

Certified Lead Auditor training aims to provide candidates with the knowledge and skills related to the preparation, planning, conducting, and reporting of audits and assessing the Service Management Systems with the requirements of ISO/IEC 20000-1:2018. The program is a five-day course designed by our experienced tutors for you to obtain the knowledge and skills to plan and carry out internal and third-party audits in compliance with ISO 19011 and ISO/IEC 17021-1 certification.



EXPECTATIONS AND GOALS

By attending the program, candidates are expected to be able to:

1. Identify the purpose, content, and the relation between the implementation of ISO/IEC 20000-1 and other regulatory frameworks
2. Understand an auditor's role to plan, lead, and do an audit follow-up in accordance with ISO 19011
3. Learn how to lead an audit team
4. Acquire the ability to interpret the guidelines of ISO/IEC 20000-1 in the specific context of an organization
5. Develop the necessary skills and expertise to support an organization to plan, implement, manage, monitor, and maintain ongoing compliance to regulation
6. Gain the knowledge to advise an organization in managing a Service Management System (SMS) program by following best practices



WHO SHOULD ATTEND:

- Information security managers and consultants
- IT and corporate security managers
- Internal auditors
- Individuals responsible for maintaining compliance to ISO/IEC 20000-1 requirements in an organization
- Risk and compliance managers



PROVIDED MATERIALS

- The training module and case studies
- Examination
- Lead Auditor Certificate

PREREQUISITE:

Having an understanding of ISO/IEC 20000-1:2018 (Foundation Level) and comprehensive knowledge of audit principles (Professional level: Certified Internal Auditor ISO/IEC 20000-1:2018)

5 days

CERTIFIED LEAD AUDITOR
ISO/IEC 20000-1:2018
TRAINING

Training Agenda

Topic

Day 1

Introduction to IT - Service Management

Service Management Concept

Service Management System (SMS)

Day 2

Understanding Audit

Risk-Based Audit

Initiating Audit

Audit Planning

Day 3

Audit Preparation

Conducting the Audit

Day 4

Recording the Results

Day 5

Closing Meeting




Examination

www.cbqaglobal.com






YOUR TRUSTED PARTNER

CONTACT US

 (62) 21 2781 4200
 (62) 811 8468 777
 info@cbqaglobal.com

FOLLOW US

 [cbqaglobal](https://www.instagram.com/cbqaglobal)
 [CBQAGlobalIndonesia](https://www.linkedin.com/company/cbqaglobalindonesia)
 [CBQAGlobalIndonesia](https://www.youtube.com/channel/UCBQAGlobalIndonesia)