



PECB



PECB Certified ISO/IEC 20000 Lead Implementer

Master the implementation and management of IT Service Management Systems (ITSMS) based on ISO/IEC 20000

Why should you attend?

ISO/IEC 20000 Lead Implementer training enables you to develop the necessary expertise to support an organization in establishing, implementing, managing and maintaining an IT Service Management System (ITSMS) based on ISO/IEC 20000. During this training course, you will also gain a thorough understanding of the best practices of IT Service Management Systems and consequently improve an organization's IT processes and/or services, effectiveness and overall performance.

After mastering all the necessary concepts of IT Service Management Systems, you can sit for the exam and apply for a "PECB Certified ISO/IEC 20000 Lead Implementer" credential. By holding a PECB Lead Implementer Certificate, you will be able to demonstrate that you have the practical knowledge and professional capabilities to implement ISO/IEC 20000 in an organization.



Who should attend?

- Managers or consultants involved in IT Service Management
- Expert advisors seeking to master the implementation of an IT Service Management System
- Individuals responsible for maintaining conformance with ITSMS requirements
- ITSMS team members

Course agenda

Duration: 5 days

Day 1 | Introduction to ISO/IEC 20000 and initiation of an ITSMS

- Course objectives and structure
- Normative and regulatory framework
- Fundamentals of service management
- Service Management System (SMS) based on ISO/IEC 20000
- Initiating the SMS implementation
- Understanding the organization and clarifying the SMS objectives
- Analysis of existing management system
- Formalization and approval of the SMS project

Day 2 | Plan the implementation of an ITSMS

- Service Management System
- SMS scope
- Policies for SMS
- Management responsibility
- Documentation requirements
- Process design
- Training, awareness and communication

Day 3 | Implementation of an ITSMS

- Implementation of new or changed services
- Service delivery processes
- Relationship Management
- Resolution Process
- Control Processes

Day 4 | ITSMS monitoring, measurement, continuous improvement and preparation for a certification audit

- Measurement of the SMS
- Internal audit
- Management Review
- Continual improvement management
- Preparing for the certification audit
- Competence and evaluation of implementers
- Closing the training

Day 5 | Certification Exam



Learning objectives

- Acknowledge the correlation between ISO/IEC 20000-1, ISO/IEC 20000-2 and other standards and regulatory framework
- Master the concepts, approaches, methods and techniques used for the implementation and effective management of an ITSMS
- Learn how to interpret the ISO/IEC 20000-1 requirements in the specific context of an organization
- Learn how to support an organization to effectively plan, implement, manage, monitor and maintain an ITSMS
- Acquire the expertise to advise an organization in implementing IT Service Management System best practices

Examination

Duration: 3 hours

The “PECB Certified ISO/IEC 20000 Lead Implementer” exam fully meets the requirements of the PECB Examination and Certification Programme (ECP). The exam covers the following competency domains:

- Domain 1** | Fundamental principles and concepts of an IT Service Management System (ITSMS)
- Domain 2** | IT Service Management System (ITSMS)
- Domain 3** | Planning an ITSMS implementation based on ISO/IEC 20000-1
- Domain 4** | Implementing an ITSMS based on ISO/IEC 20000-1
- Domain 5** | Performance evaluation, monitoring and measurement of an ITSMS based on ISO/IEC 20000-1
- Domain 6** | Continual improvement of an ITSMS based on ISO/IEC 20000-1
- Domain 7** | Preparing for an ITSMS certification audit

For more information about exam details, please visit [Examination Rules and Policies](#).



Certification

After successfully completing the exam, you can apply for the credentials shown on the table below. You will receive a certificate once you comply with all the requirements related to the selected credential.

For more information about ISO/IEC 20000 certifications and the PECB certification process, please refer to the [Certification Rules and Policies](#).

Credential	Exam	Professional experience	ITSMS project experience	Other requirements
PECB Certified ISO/IEC 20000 Provisional Implementer	ISO/IEC 20000 Lead Implementer exam or equivalent	None	None	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 20000 Implementer	ISO/IEC 20000 Lead Implementer exam or equivalent	Two years: One year of work experience in IT Service Management	Project activities: a total of 200 hours	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 20000 Lead Implementer	ISO/IEC 20000 Lead Implementer exam or equivalent	Five years: Two years of work experience in IT Service Management	Project activities: a total of 300 hours	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 20000 Master	ISO/IEC 20000 Lead Implementer exam or equivalent and ISO/IEC 20000 Lead Auditor exam or equivalent	Ten years: Six years of work experience in IT Service Management	Audit and Project activities: a total of 500 hours each	Signing the PECB Code of Ethics

General information

- Certification fees are included on the exam price
- Training material containing over 450 pages of information and practical examples will be distributed
- A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued
- In case of exam failure, you can retake the exam within 12 months for free