



## 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.

### Course agenda

DURATION: 5 DAYS

- Day 1: Introduction to ISO/IEC 20000 and initiation of an ITSMS
- Day 2: Plan the implementation of an ITSMS
- Day 3: Implementation of an ITSMS
- Day 4: ITSMS monitoring, measurement, continuous improvement and preparation for a certification audit
- Day 5: Certification Exam

### 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