ISO 20000-1:2018

IT SERVICE QUALITY MANAGEMENT SYSTEM

Requirements Awareness and Implementation

Professional Certificate in IT Service Management System based on ISO 20000-1:2018

Course Code: M043/25

Duration: 16 Hours

Delivery Format: Hybrid

Target Audience:

This course is aimed at process owners and managers involved in the daily operations of provision of IT Services, to help them understand the requirements of ISO 20000-1:2018 version and what are the preparations necessary for the organisation to successfully be certified or to continue maintaining a preexisting certification.

Program Outcomes:

Upon completion of this program, participants will be able to:

- Understand the requirements of the ISO 20000-1:2018 standard from an implementation perspective.
- Understand the basic requirements for each clause of the standard.
- Identify what needs to be revised in their current management system to align with ISO 20000-1:2018.
- Create an action plan that they can apply immediately for ISO 20000-1:2018 implementation.
- Implement key differences required by the ISO 20000-1:2018 standard using good practice guidance.

Detailed Syllabus

Module 1: ITSM Definition

Outcome: Participants will understand the fundamental concepts of ITSM and the importance of adopting a structured approach to managing IT services.

Topics:

- Introduction to IT Service Management (ITSM)
- Key concepts and terminology
- The value of ITSM for organizations
- The role of standards and frameworks in ITSM

Activities:

- Interactive discussions on the challenges and benefits of effective ITSM.
- Introduction of core ITSM terminology and definitions.

Assessments:

- Short quiz on basic ITSM concepts and terminology.

Module 2: ITIL and Similar Standards and Frameworks

Outcome: Participants will understand the context of ISO 20000-1 within the broader landscape of ITSM best practices and standards.

Topics:

- Overview of ITIL (Information Technology Infrastructure Library)
- Its relationship to ISO 20000-1
- Exploration of other relevant ITSM standards and frameworks (e.g., COBIT)

Activities:

- Presentation on the ITIL framework and its key components.
- Comparison of ISO 20000-1 with ITIL and other relevant standards.

Assessments:

- Short answer questions comparing and contrasting ISO 20000-1 with ITIL.

Module 3: Structure of ISO 20000-1

Outcome: Participants will gain a comprehensive understanding of the structure and key components of the ISO 20000-1:2018 standard.

Topics:

*   Detailed breakdown of the ISO 20000-1:2018 standard structure, understanding the different clauses and their relationships, the process-based approach of the standard.

Activities:

*   Clause-by-clause review of the ISO 20000-1:2018 standard.
*   Mapping the relationships between different clauses and processes.

Assessments:

*   Matching exercise linking IT activities to relevant ISO 20000-1 clauses.

Module 4: Audit Approach

Outcome: Participants will understand the audit process for ISO 20000-1 and how to approach audits effectively.

Topics:

*   Understanding the principles of auditing
*   Different types of audits (internal and external)
*   The audit lifecycle
*   Preparing for and participating in ISO 20000-1 audits

Activities:

*   Presentation on audit methodologies and best practices.
*   Discussion on the roles and responsibilities during an audit.

Assessments:

*   Short case study analyzing audit scenarios and identifying best practices.

Module 5: Risk Management

Outcome: Participants will understand how to integrate risk management principles into their IT service management practices in accordance with ISO 20000-1.

Topics:

*   The role of risk management in ITSM
*   Identifying, assessing, and treating IT service-related risks

- Aligning risk management with ISO 20000-1 requirements

Activities:
- Introduction to risk management frameworks and methodologies.
- Group exercises in identifying and assessing potential IT service risks.

Assessments:
- Practical task: Identifying and assessing risks for a given IT service.

Module 6: Clauses in the Standard

Outcome: Participants will gain a detailed understanding of the practical application of specific requirements within the ISO 20000-1:2018 standard.

Topics:
- In-depth exploration of specific clauses within the ISO 20000-1:2018 standard

Activities:
- Detailed review and interpretation of selected ISO 20000-1 clauses.
- Group discussions on the practical implementation challenges and solutions for these clauses.

Assessments:
- Short answer questions on the interpretation and application of specific ISO 20000-1 clauses.

Module 7: Clause 4 to Clause 7

Outcome: Participants will understand the organizational and planning foundations required by ISO 20000-1.

Topics:
- Focus on the requirements outlined in Clauses 4 (Context of the organization), 5 (Leadership), 6 (Planning), and 7 (Support) of the ISO 20000-1:2018 standard

Activities:
- Detailed review and discussion of the requirements within Clauses 4-7.
- Exercises in defining organizational context, leadership responsibilities, and resource planning.

Assessments:

- Practical task: Outlining the key elements for compliance with Clause 4 or 6.

Module 8: Clause 8 to Clause 10

Outcome: Participants will understand the operational, evaluation, and improvement requirements for IT service management systems.

Topics:
- Focus on the requirements outlined in Clauses 8 (Operation), 9 (Performance evaluation), and 10 (Improvement) of the ISO 20000-1:2018 standard.

Activities:
- Detailed review and discussion of the requirements within Clauses 8-10.
- Case studies on implementing service delivery, performance monitoring, and continual improvement.

Assessments:
- Short essay on the importance of continual improvement in ISO 20000-1.

Module 9: Case Study

Outcome: Participants will be able to apply their knowledge of ISO 20000-1 to a practical scenario.

Topics:
- Analysis of a real-world or hypothetical case study involving the implementation or management of an ISO 20000-1 certified IT service management system.

Activities:
- Group analysis of the provided case study.
- Identifying strengths, weaknesses, opportunities, and threats (SWOT analysis) related to the case.

Assessments:
- Presentation of the group's case study analysis and recommendations.

Module 10: Group Activity

Outcome: Participants will enhance their understanding through practical application and teamwork.

Topics:

- Collaborative exercise focusing on a specific aspect of ISO 20000-1 implementation or management.

Activities:

- Working in small groups on a defined task (e.g., developing a service level agreement, creating a risk register, planning an internal audit).
- Sharing and discussing the outcomes of the group activity.

Assessments:

- Evaluation of the group's output and participation.

Module 11: Final Assessment

Outcome: Participants' overall comprehension of the course material will be assessed.

Topics:

- Comprehensive evaluation of the participants' understanding of the ISO 20000-1:2018 standard and its application.

Activities:

- Individual written examination covering key concepts and requirements.
- Potentially a practical scenario-based assessment.

Assessments:

- Final written examination