

CERTIFIED ISO 20000:2018 LEAD AUDITOR

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GSDC's ISO 20000:2018 Lead Auditor or Information Technology Service Management System Certification is mainly created to explain the participants about IT Service Management System in depth.



ABOUT CERTIFICATION

IT service management (ITSM) refers to the entirety of activities directed by policies, organized and structured in processes and supporting procedures - that are performed by an organization to design, plan, deliver, operate and control information technology (IT) services offered to customers. Differing from more technology-oriented IT management approaches like network management and IT systems management, IT service management is characterized by adopting a process approach towards management, focusing on customer needs and IT services for customers rather than IT systems, and stressing continual improvement. The CIO WaterCoolers' annual ITSM report states that business uses ITSM "mostly in support of customer experience (35%) and service quality (48%). ISO/IEC 20000 is an international standard that allows organizations to demonstrate best practices in IT service management. The standard, ISO 20000, provides you with guidelines to assess and improve the quality of service management processes. Defining and implementing an effective ITSM demands a realistic approach to IT service delivery that helps an organization to demonstrate its capability for the design, transition, delivery, and improvement of services that fulfill the service requirements of the customer; provide the value-added services to the customer to enhance the customer satisfaction. Information Technology Service Management certification brings many advantages like the targeted improvement of processes through regulated structures, service level maintenance, customer satisfaction and availability of services.

OBJECTIVES

ISO 20000:2018 Lead Auditor CertificationS main objectives are:

- To explain all the processes of the ISO/IEC 20000 Information Technologies Management System Standard.
- To provide all relevant implementations and sample works according to the institutions/organization requirements.
- Teaching the participants to design, analyze and implement the requirements of an effective ITSM in compliance with the standard requirements in a step by step manner.

BENEFITS

After the completion of this certification, participants will have:

- Better career goals.
- Proven ITSM skills & understanding.
- In-depth understanding of IT Service Management & its implementation.
- Ability to design the ITSM structure of any organization.

Our Accreditation:



The Global Skill Development Council (GSDC) is the leading third-party, Vendor-neutral, international credentialing and certification organization. The Global Skill Development Council (GSDC) is proud to be ANSI Accredited Member. The American National Standards Institute (ANSI) is a private, non-profit organization that administers and coordinates the U.S. voluntary standards and conformity assessment system.

COURSE SYLLABUS

1. Introduction

- ISO/IEC 20000 Standard
- Relationship with other frameworks and standards
- The Deming cycle and how it applies to ITSM
- Plan. Do. Check. Act
- Applicability and scope definition

2. Terms and definitions

- Terms specific to management system standards
- Terms specific to service management

3. Context of the organization

- Understanding the organization and its context
- Understanding the needs and expectations of interested parties
- Determining the scope of the service management system
- Service management system

4. Leadership

- Service management
- Actions to address nt objectives and planning to achieve them
- Establish objectives
- Plan to achieve objectives
- Plan the service management system

5. Planning risks and opportunities

- Leadership and commitment
- Policy
- Establishing the service management policy
- Communicating the service management policy
- Organizational roles, responsibilities and authorities

6. Support of the service management system

- Resources
- Competence
- Awareness
- Communication
- Documented information
- Creating and updating documented information
- Control of documented information
- Service management system documented information

7. Operation of the service management system

7.1 Operational planning and control

7.2 Service portfolio

- Service delivery
- Plan the services
- Control of parties involved in the service lifecycle
- Service catalogue management
- Asset management
- Configuration management

7.3 Relationship and agreement

- General
- Business relationship management
- Service level management • Supplier management

7.4 Supply and demand

- Budgeting and accounting for services
- Demand management • Capacity management

7.5 Service design, build and transition

- Change management • Service design and transition
- Release and deployment management

7.6 Resolution and fulfillment

- Incident management • Service request management
- Problem management

7.7 Service assurance

- Service availability management
- Service continuity management
- Information security management

8. Performance evaluation

- Monitoring, measurement, analysis and evaluation
- Internal audit • Management review • Service reporting

9. Relationship processes :

- Nonconformity and corrective action
- Continual improvement



GSDC Technical Advisory Board :

The GSDC is the leading certification association which brings together innovative organizations and founding thought-leaders as Technical Advisors from over 40 countries to design curriculum on Blockchain, Devops, Six Sigma & Agile Certifications.

Further Information:

Target Audience:

- IT Managers/Support teams
- System Administrators/Analysts
- Operations Managers
- Database Administrators
- Service Delivery Professionals
- Quality Analysts
- Application Management team/Development team
- Process Owners/Practitioners

Certification Available:

- Ethereum developer
- Blockchain Architect
- Hyperledger Developer

You may also be interested in:

- Lean Six Sigma
- DevOps Practitioner

Find out more online at www.gsdcouncil.org