



ISO 20001 IT Services Management System (ITSMS)

Introduction:

Information technology service is usually provided by an internal source known as the IT department. The infrastructure for IT includes hardware, software, procedures, computer-related communications, documentation, and skills required to support those services. IT service management is the management of these services and the IT infrastructure for any organization. An organization is a collection of functions that have been assembled to attain a goal. IT either adds or protects value; providing services that enable the organization to manage and optimize their ultimate success, so managing IT properly has vast benefits. ISO IEC 20001 is based on a set of structured best practices and standard methodologies for core IT operational processes such as service, relationship, resolution, control and release. It is used to develop a consistent, integrated system across organizational and national boundaries, and is a valuable certification for service suppliers of any size.

An IT service management system ensures the effective operation and delivery of IT services to clients, ensuring exceptional client satisfaction. This course teaches a general understanding of the concepts of the ISO 20001 standard and how it provides a framework for the adoption of an integrated process approach to effectively deliver information technology services to meet business and customer requirements. The management system provides an integrated, process approach resulting in well-managed service delivery, avoiding discrepancy in business continuity, release management and security. Implementing an ISO 20001 system will ensure you to operate more effectively, enforce compliance, improve continuously and build on employee satisfaction. Using our established, practical techniques, our system compliance program enables you to build your system and make it work for you quickly, obtaining certification and using it to improve your

business. As professional consultants to the financial, healthcare, software and other industries, QPS helps you create a system that enhances your capabilities and generates success. You will be able to:

Describe the key processes required for an IT service management system (SMS)

- Communicate the benefits of an ISO 20001 IT SMS
- Communicate that it is possible to integrate an ISO 20001 compliant SMS with other management systems in the service provider's organization
- Adopt an integrated process approach and the PDCA methodology, enabling the service provider to align or fully integrate multiple management system standards
- Know what to do next in their organization



Who Should Attend?

Managers, Team Leaders, Line Managers, Superintendents, OE Champions, Quality and Project Managers, Supervisors, Executives, Internal and External Auditors, Members of IT Team, Health & Safety Managers, Risk Managers, Business Process Owners, Business Finance Managers, Business Risk Managers, Regulatory Compliance Managers, Project Managers, Continuity, Risk, Quality, IT and Environmental Managers, Anyone involved in the system development, implementation and maintenance, Regulatory Affairs Managers, Consultants, Anyone who is involved in ISO standards, Anyone involved in the service management systems

Course Objectives:

By the end of this course, delegates will be able to:

- Describe the purpose of an ITSMS and understand the key fundamentals and processes of an ITSMS
- Understand and apply the requirements ISO/IEC 20000 in the context of an audit
- Plan and conduct an ISO/IEC 20000 audit
- Manage audit communication and interviews
- Understand the concept of IT service management
- Be able to adopt ISO 20001 standard for IT management systems
- Be familiar with requirements of ISO 20000 – 1 and ISO 20000 – 2
- Understand certification process for ISO/IEC 20000 – 1 and ISO 20000 – 2
- Develop the expertise to implement an IT service management system
- Have the ability to apply international best practice to your organization
- Help to save your organization time and money by improving the performance of day to day IT operations
- Assist your organization to improve customer relationships and gain industry recognition through quality service delivery
- Be able to support the integration of ISO/IEC 20000 with other management systems, such as ISO 9001 and ISO/IEC 27001
- Understand how ISO/IEC 20000 can enhance the organizational value of ITIL or COBIT



Course Outline:

- Overview of IT infrastructure & library
- Terms and definitions
- Contents of ISO 20001
- Service management system general requirements
- Management responsibility
- Documentation management
- Resource management
- Service management system planning and implementation
- Relational process
- Control process
- Resolution processes
- Change management
- Planning, design and development of new or changed services
- Transition of new or changed services
- Service delivery processes
- Service level management
- Service reporting
- Service continuity and availability requirements, plans, monitoring and testing
- Budgeting and accounting for services
- Capacity management
- Information security management
- Business relationship management
- Supplier management
- Incident and service request management
- Problem management
- Configuration management
- Release and deployment management