# ISO/IEC 20000-1:2018 Requirements Training

Duration: **2 Day**

BILGINÇ IT Academy
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## Overview

The **ISO/IEC 20000-1:2018 Requirements Training Course** provides a comprehensive understanding of the **Service Management System (SMS)** standard and its application within an organization.

By attending this 2-day course, you'll gain the knowledge to interpret and apply ISO/IEC 20000-1 requirements, understand how the standard enhances service delivery, and recognize its integration potential with other management systems such as **ISO 9001** and **ISO/IEC 27001**.

Through practical examples and expert-led discussions, you'll learn how implementing an SMS can improve efficiency, consistency, and customer satisfaction — helping your organization demonstrate a professional commitment to world-class service management.

### Key Benefits

| Benefit | Description |
|---|---|
| **In-depth Knowledge** | Gain a clear understanding of ISO/IEC 20000-1 principles and structure |
| **Practical Application** | Learn to apply service management requirements effectively |
| **Integration Awareness** | Understand how ISO/IEC 20000-1 aligns with ISO 9001 and ISO/IEC 27001 |
| **Service Excellence** | Improve efficiency, reliability, and customer satisfaction |

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Through this partnership, we deliver **globally accredited PECB-certified training programs**, enabling professionals to gain international recognition and practical expertise in areas such as Artificial Intelligence Management, Information Security, Environmental, and Quality Management Systems.
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## Who Should Attend

This course is ideal for:

- Service Managers and Coordinators
- IT Managers and Consultants
- Quality and Compliance Officers
- Individuals responsible for service delivery and improvement
- Professionals seeking ISO/IEC 20000-1 certification knowledge

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## What You Will Learn

This course will help you:

- Understand the **key concepts, structure, and requirements** of ISO/IEC 20000-1:2018.
- Describe the **ISO/IEC 20000 series** and related terms and definitions.
- Identify opportunities to increase service efficiency and performance through an effective SMS.
- Understand the **ISO/IEC 20000-1 certification process** and its benefits for organizations.
- Recognize how ISO/IEC 20000-1 supports**integration** with other standards like ISO 9001 and ISO/IEC 27001.
- Communicate the **value and benefits** of implementing an SMS to internal and external stakeholders.

### You Will Learn To

Upon completion of the training, delegates will be able to:

- Describe the purpose and structure of a**Service Management System (SMS)**.
- Explain the **importance and benefits** of an SMS to organizational success.
- Outline the **background, principles, and intended outcomes** of ISO/IEC 20000-1.
- Recall and apply key terms and definitions used in the standard.
- Identify the **main requirements and clauses** of ISO/IEC 20000-1.
- Understand the **certification route** and audit process.

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## Outline

**Day 1:**

- Introduction to ISO/IEC 20000-1 and the service management framework
- Key concepts and definitions of service management
- Overview of ISO/IEC 20000 series and its alignment with other standards
- Understanding the structure and intent of ISO/IEC 20000-1:2018

**Day 2:**

- Detailed review of ISO/IEC 20000-1 clauses and requirements
- Roles and responsibilities in service management
- Gap analysis and implementation considerations
- Overview of the certification process and next steps