ISO/IEC 20000-1:2018 Implementation Training

Duration: **2 Day**

BILGINÇ IT Academy
info@bilginc.com
bilginc.com

Overview

ISO/IEC 20000-1:2018 is the internationally recognized standard for **Service Management Systems (SMS)**.
It provides a structured framework for managing the entire service lifecycle — including **planning, design, transition, delivery, and continual improvement** — to ensure services consistently deliver value to customers, users, and service providers.

This 2-day **Implementation Training Course** helps you develop the skills to establish, document, and implement an **SMS** in alignment with ISO/IEC 20000-1:2018 requirements.
Using a practical, step-by-step methodology supported by real-world examples and toolkits, you will learn how to create an **implementation plan**, assess your organization's current status, and integrate the system with other management standards.

By the end of the course, you will have a clear roadmap for successfully implementing and maintaining a robust, compliant Service Management System.

Key Benefits

Benefit	Description
Comprehensive Understanding	Gain in-depth knowledge of ISO/IEC 20000-1 requirements and framework
Hands-on Implementation	Learn to design and deploy a working Service Management System
Integration Capabilities	Understand how to align ISO/IEC 20000-1 with ISO 9001 and ISO/IEC 27001
Operational Excellence	Improve service quality, efficiency, and customer satisfaction

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Prerequisites

You should have:

- A good understanding of ISO/IEC 20000-1:2018 and SMS principles.
  If not, it is strongly recommended that you first attend the **ISO/IEC 20000-1:2018 Requirements Course**.

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Who Should Attend

This course is designed for:

- IT Service Managers and Coordinators
- Project Managers responsible for IT service implementation
- Consultants and professionals managing service improvement initiatives
- Quality and compliance personnel involved in ISO/IEC 20000 certification projects

What You Will Learn

By completing this course, you will be able to:

- Recognize a typical framework for implementing ISO/IEC 20000-1:2018.
- Interpret the key concepts and requirements from an implementation perspective.
- Identify the benefits of implementing an effective **Service Management System (SMS)** for your organization.
- Conduct a **baseline review** of your organization's current service management practices.
- Develop and execute an **action plan** for implementation.
- Prepare your organization for **third-party certification**.
- Understand how ISO/IEC 20000-1 can integrate with other systems such as **ISO 9001** and **ISO/IEC 27001**.

You Will Learn To

- Conduct a baseline review and identify gaps in compliance.
- Develop an ISO/IEC 20000-1 implementation plan tailored to your organization.
- Create the required documentation and establish key processes.
- Apply practical methods to monitor and improve service management performance.
- Build a foundation for continual improvement and certification readiness.

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Outline

Day 1:

- Introduction to Service Management Systems and ISO/IEC 20000-1:2018
- Understanding the service lifecycle: planning, design, transition, delivery, and improvement
- Implementation framework and project planning
- Conducting a gap analysis and baseline review

Day 2:

- Documentation and process development
- Integrating ISO/IEC 20000-1 with other management systems
- Monitoring and measuring performance
- Continual improvement and certification readiness