

ISO/IEC 20000 Introduction

ISO/IEC 20000 Introduction (PECB)



About this Course:

- The [PECB ISO/IEC 20000](#) Introduction training course enables you to comprehend the fundamental concepts of a Service Management System (SMS). During this training course you will understand the importance of a Service Management System and the benefits that businesses, society and governments can obtain from it.

Course Goals/Skills:

- Understand the concepts, approaches, methods, and techniques used to implement a service management system.
- Understand the basic elements of a Service Management System (SMS).

Course Format:

<input type="checkbox"/>	<input type="checkbox"/>
Присъствен (Classroom) Курс в Учебната ни зала или В Офис на Клиент	Онлайн (Online/Virtual) Курс във виртуална зала с инструктор

Course Language Option:

<input type="checkbox"/>	<input type="checkbox"/>
Български (Bulgarian)	Английски (English)

You can choose the language in which the training will be conducted – Bulgarian or English. All our instructors are fluent in English.

Student Guides:



The training materials are available in electronic format. They can be used online / offline on any

device. Lifetime access.

Lab Environment:



Each student has their own lab environment where the exercises are conducted, part of the course. You do not need to install software on a computer or special hardware requirements. Participants in a face-to-face format in our Training Center have an individual computer during the training.

At Course Completion:



**Lifetime Access - Video
Archive 24/7**



**Certificate of Course
Completion**

Lifetime access to a video archive with recording of each individual lecture.
Official internationally recognized certificate for completed training course.

Course Duration:



- 1 working day (09:00 – 17:00)
or

8 hours training (theory and practice) in non-working hours lasting 1 weeks
Saturday and Sunday 10:00 – 14:00, 14:00 – 18:00, 18:00 – 22:00
Monday and Wednesday 19:00 – 23:00
Tuesday and Thursday 19:00 – 23:00

Payments:

An application for an invoice shall be accepted at the time of entry of the relevant course.

An invoice is issued within 7 days of confirmation of payment.

Next Class:

Jun 1

1 June 2026 @ 09:00 - 5 June 2026 @ 17:00 EEST 

[**EC-Council – Certified Ethical Hacker \(CEHv13 EN\)**](#)

Jun 1

1 June 2026 @ 09:00 - 5 June 2026 @ 17:00 EEST 


[**EC-Council – Certified Ethical Hacker \(CEHv13 EN\)**](#)

Jun 6

6 June 2026 @ 10:00 - 28 June 2026 @ 14:00 EEST 

[Linux Professional Institute LPIC-1 prep for 101-500 and 102-500 \(4 weeks\)](#)

Jun 8

09:00 - 17:00 EEST 

[VMware vSphere: Install, Configure, Manage \[v8\]](#)

Jun 8

8 June 2026 @ 09:00 - 12 June 2026 @ 17:00 EEST 

[EC-Council – Certified Ethical Hacker \(CEHv13 EN\)](#)

[View Calendar](#)

For more information, use the contact format. We will contact you to confirm the data.