ISO/IEC 20000 Lead Implementer

ISO/IEC 20000 Lead Implementer (PECB)

About this Course:

- The benefits of implementing a service management system (SMS) based on the requirements of [ISO/IEC 20000-1](#) are manifold: the management system is based on ISO's high-level structure (HLS) which allows an easier integration with existing management systems, the standard comprises practices proven to be useful in the service management industry, requirements stated in clauses 4–10 allow the organization to establish a structured approach to manage service provision activities and deliver value to its customers, the standard allows the organization to establish a baseline upon which it can improve in the future.

  The training course aims to provide in-depth understanding of ISO/IEC 20000-1 requirements, as

well as good practices and approaches used for the implementation and subsequent maintenance of the service management system.

After attending the training course, you can take the exam. If you pass, you can apply for the "PECB Certified ISO/IEC 20000 Lead Implementer" credential. Internationally recognized, the "PECB Certified ISO/IEC 20000 Lead Implementer" certificate validates your professional capabilities and competence in implementing an SMS based on the requirements of ISO/IEC 20000-1.

Course Goals/Skills:

- This training course enables you to:
    - Gain a comprehensive understanding of the concepts, approaches, methods, and techniques used for the implementation and effective management of an SMS
    - Acknowledge the correlation between ISO/IEC 20000-1, standards in the ISO/IEC 20000 series, and other ISO standards
    - Gain the ability to interpret the requirements of ISO/IEC 20000-1 in the specific context of an organization
    - Develop the necessary knowledge and expertise to support an organization in effectively planning, implementing, managing, monitoring, and maintaining an SMS
    - Acquire the expertise to advise an organization in implementing SMS best practices

Course Format:

Присъствен (Classroom) Курс в Учебната ни зала или В Офис на Клиент	**Онлайн (Online/Virtual)** Курс във виртуална зала с инструктор

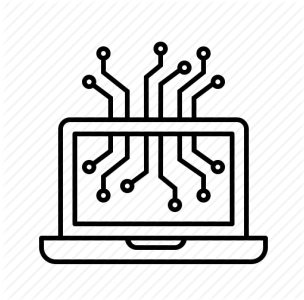# Course Language Option:

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.
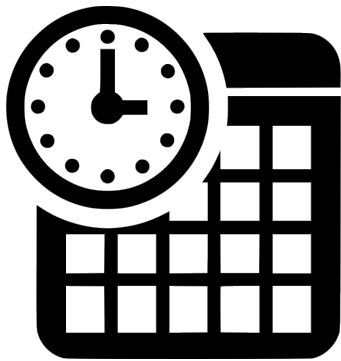
Participants in a face-to-face format in our Training Center have an individual computer during the training.

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:

- 5 working days (09:00 – 17:00)
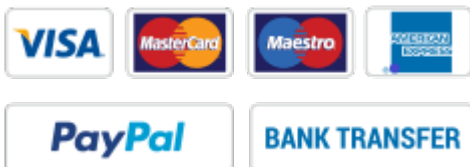 **or**
  40 hours training (theory and practice) in non-working hours lasting 4 weeks
  Saturday and Sunday 10:00 – 14:00, 14:00 – 18:00, 18:00 – 22:00
  Monday and Wednesday 19:00 – 23:00
  Tuesday and Thursday 19:00 – 23:00

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:

Apr 6

6 April 2024 @ 10:00 - 28 April 2024 @ 14:00 EEST

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

Apr 7

7 April 2024 @ 10:00 - 29 April 2024 @ 14:00 EEST

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

Apr 13

13 April 2024 @ 10:00 - 5 May 2024 @ 14:00 EEST

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

Apr 14

14 April 2024 @ 10:00 - 6 May 2024 @ 14:00 EEST

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

Apr 22

22 April 2024 @ 09:00 - 25 April 2024 @ 17:00 EEST

[AZ-801T00: Configuring Windows Server Hybrid Advanced Services](#)

[View Calendar](#)

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