

ISO/IEC 20000:2018 Transition

ISO/IEC 20000:2018 Transition (PECB)



About this Course:

- The [ISO/IEC 20000](#) Transition training course enables you to gain a thorough understanding of the differences between ISO/IEC 20000-1:2011 and ISO/IEC 20000-1:2018. During this training course, you will be able to acquire the necessary knowledge and expertise to support an organization in planning and implementing the process of transitioning from an ISO/IEC 20000-1:2011 SMS to ISO/IEC 20000-1:2018 in a timely manner.

After becoming acquainted with the new concepts and requirements of ISO/IEC 20000-1:2018, you can sit for the exam and apply for a “PECB Certified ISO/IEC 20000:2018 Transition” credential. By holding a PECB Transition Certificate, you will be able to demonstrate that you have the practical knowledge and professional capabilities to successfully apply the ISO/IEC 20000-1:2018 changes to an existing SMS.

Course Goals/Skills:

- Learn about the main differences between ISO/IEC 20000-1:2011 and ISO/IEC 20000-1:2018
 - Comprehend the new concepts and requirements of ISO/IEC 20000-1:2018
 - Learn how to effectively apply the ISO/IEC 20000-1:2018 changes to an existing Service Management System (SMS)
 - Understand the new high-level structure of ISO/IEC 20000-1:2018 and learn how to apply it to an existing 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:



- 2 working days (09:00 – 17:00)

or

16 hours training (theory and practice) in non-working hours lasting 2 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 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 29

29 June 2026 @ 09:00 - 3 July 2026 @ 17:00 EEST 🗓

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

Jul 4

4 July 2026 @ 10:00 - 26 July 2026 @ 14:00 EEST 🗓

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

Jul 6

6 July 2026 @ 09:00 - 10 July 2026 @ 17:00 EEST 🗓

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

Jul 6

6 July 2026 @ 09:00 - 10 July 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.