ISO 20000-1:2018 IT Service Management Training Course

Professional Development Training Course Outline

Category	Quality Assurance and ISO standards	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

ISO 20000-1:2018 IT Service Management Training Course is designed to equip professionals with the essential knowledge and practical skills to implement, manage, and improve IT service management systems in alignment with international standards. By focusing on IT service delivery, continual improvement, governance, and risk management, this course empowers organizations to achieve efficiency, compliance, and customer satisfaction. With the rapid advancement of digital transformation, the demand for certified IT service management professionals has never been greater.

This comprehensive training course covers trending areas such as service performance measurement, service lifecycle management, IT governance, cloud service integration, risk-based thinking, and digital compliance frameworks. Participants will explore the latest techniques to ensure IT services meet business objectives while reducing risks, ensuring quality, and maintaining competitiveness in an ever-changing technological environment.

Programme Curriculum

ISO 20000-1:2018 IT Service Management Training Course

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Course Objectives

1. Understand the ISO 20000-1:2018 standard and its requirements.
2. Apply IT service management best practices for operational excellence.
3. Implement risk-based thinking in IT service management.
4. Enhance IT governance and compliance in service operations.
5. Align IT services with business objectives.
6. Develop effective IT service performance measurement techniques.
7. Ensure continual improvement of IT service delivery.
8. Optimize cloud service integration within ITSM frameworks.
9. Manage incidents, problems, and service requests effectively.
10. Strengthen IT service provider-customer relationships.
11. Prepare for ISO 20000-1:2018 certification audits.
12. Build resilient IT services through effective risk mitigation.
13. Promote innovation and digital transformation through ITSM.

Organizational Benefits

1. Improved efficiency of IT services.
2. Enhanced customer satisfaction and loyalty.
3. Increased compliance with international standards.
4. Optimized use of IT resources.
5. Reduced IT-related risks.
6. Strengthened competitive advantage.
7. Streamlined incident and problem management.
8. Continuous improvement culture within IT operations.
9. Increased trust from stakeholders and clients.
10. Preparedness for ISO 20000-1:2018 certification.

Target Audiences

1. IT Managers
2. Service Delivery Managers
3. IT Consultants
4. IT Governance Professionals
5. Risk Managers
6. Quality Assurance Officers
7. Business Continuity Managers
8. Internal Auditors

Course Duration: 10 days

Course Modules

Module 1: Introduction to ISO 20000-1:2018 IT Service Management

- Overview of ITSM standards
- Scope and applicability of ISO 20000-1:2018
- Benefits of IT service management certification
- Key terms and definitions
- Relationship with other management systems
- Case study: Implementing ISO 20000 in a financial institution

Module 2: IT Service Management Framework

- Structure of the standard
- Core requirements of the ITSM framework
- Governance and leadership roles
- Integration with business strategy
- Documented information requirements
- Case study: Building ITSM frameworks for government agencies

Module 3: Service Lifecycle Approach

- Service planning and design principles
- Transition of services into live environments
- Continual service improvement strategies
- Managing service delivery
- Key success factors for lifecycle management
- Case study: Service lifecycle in a telecom company

Module 4: Risk-Based Thinking in ITSM

- Identifying IT service risks
- Risk assessment tools and techniques
- Mitigation strategies in service delivery
- Linking risk management with business continuity
- Monitoring and reporting on risks
- Case study: Risk-based ITSM in healthcare services

Module 5: Service Design and Delivery

- Designing effective IT services
- Aligning services with user needs
- Service portfolio and catalog management
- Service level agreements (SLAs)
- IT service continuity planning
- Case study: Designing IT services in e-commerce

Module 6: Performance Measurement in ITSM

- Defining performance metrics
- Key performance indicators (KPIs) for IT services
- Tools for monitoring service performance
- Benchmarking IT services
- Reporting on service performance
- Case study: Performance metrics in cloud services

Module 7: Incident and Problem Management

- Principles of incident management
- Problem-solving methodologies
- Root cause analysis techniques
- Escalation procedures
- Communication in service restoration
- Case study: Handling incidents in banking IT systems

Module 8: Service Request and Change Management

- Managing service requests
- Change control process
- Risk considerations in change management
- Approval and authorization procedures
- Documentation of changes
- Case study: Change management in IT outsourcing

Module 9: Supplier and Relationship Management

- Role of suppliers in IT services
- Building strong service provider relationships
- Supplier evaluation and monitoring
- Outsourcing risks and mitigation
- Collaborative service management practices
- Case study: Supplier management in cloud services

Module 10: Continual Service Improvement (CSI)

- Importance of continual improvement
- Identifying improvement opportunities
- CSI model and processes
- Monitoring improvement results
- Linking CSI with customer satisfaction
- Case study: Continual improvement in IT support centers

Module 11: IT Governance and Compliance

- Principles of IT governance
- Ensuring compliance with legal and regulatory requirements
- Roles of IT governance frameworks
- Accountability in IT service management
- Linking governance to organizational performance
- Case study: Governance compliance in a multinational corporation

Module 12: Digital Transformation and ITSM

- Role of ITSM in digital transformation
- Cloud computing integration
- AI and automation in IT service management
- Cybersecurity considerations in ITSM
- Innovation in ITSM processes

- Case study: ITSM in digital transformation for retail

Module 13: Audit and Certification Readiness

- Preparing for certification audits
- Internal audit practices
- Common nonconformities and corrective actions
- Certification process overview
- Maintaining certification
- Case study: ISO 20000-1:2018 audit preparation in IT services

Module 14: Case Studies and Practical Applications

- Real-world examples of ITSM implementation
- Success factors and lessons learned
- Challenges in adopting ISO 20000-1:2018
- Industry-specific applications
- Best practices for ITSM sustainability
- Case study: ITSM success story in global manufacturing

Module 15: Final Review and Assessment

- Comprehensive course review
- Mock assessment for certification
- Group discussions and Q&A
- Role-playing ITSM scenarios
- Final preparation strategies
- Case study: Consolidated ITSM assessment project

Training Methodology

- Interactive lectures with practical insights
- Group discussions and brainstorming sessions
- Real-world case study analysis
- Hands-on exercises and role-playing activities
- Mock assessments and feedback sessions

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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