

ISO/IEC 20000-1:2011 Implementation

Length: 2 days

Course Description:

The requirements in this part of ISO/IEC 20000 include the design, transition, delivery and improvement of services that fulfill service requirements and provide value for both the customer and the service provider. This part of ISO/IEC 20000 requires an integrated process approach when the service provider plans, establishes, implements, operates, monitors, reviews, maintains and improves a service management system (SMS).

Coordinated integration and implementation of an SMS provides ongoing control and opportunities for continual improvement, greater effectiveness and efficiency. The operation of processes as specified in this part of ISO/IEC 20000 requires personnel to be well organized and coordinated. Appropriate tools can be used to enable the processes to be effective and efficient.

The most effective service providers consider the impact on the SMS through all stages of the service lifecycle, from strategy through design, transition and operation, including continual improvement.

Audience:

This course is designed for any business or private individual who wants to implement a management system that meets the ISO service management system requirements.

This part of ISO/IEC 20000 requires the application of the methodology known as “Plan-Do-Check-Act” (PDCA) to all parts of the SMS and the services. The PDCA methodology, as applied in this part of ISO/IEC 20000, can be briefly described as follows.

Plan: establishing, documenting and agreeing the SMS. The SMS includes the policies, objectives, plans and processes to fulfill the service requirements.

Do: implementing and operating the SMS for the design, transition, delivery and improvement of the services.

Check: monitoring, measuring and reviewing the SMS and the services against the policies, objectives, plans and service requirements and reporting the results.

Act: taking actions to continually improve performance of the SMS and the services.

When used within an SMS, the following are the most important aspects of an integrated process approach and the PDCA methodology:

- understanding and fulfilling the service requirements to achieve customer satisfaction
- establishing the policy and objectives for service management
- designing and delivering services based on the SMS that add value for the customer
- monitoring, measuring and reviewing performance of the SMS and the services

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- continually improving the SMS and the services based on objective measurements

Prerequisites: None

Outline

LESSON 1: OVERVIEW OF THE SERVICE MANAGEMENT SYSTEM REQUIREMENTS

- Review of the service management system clauses
- Quality Management System
- SMS General Requirements
- Governance of processes operated by other parties
- Documentation management
- Resource Management
- Establishment and improvement of the SMS
- Design and transition of new or changed services
- Service delivery processes
- Service level management
- Service reporting
- Service continuity and availability management
- Budgeting and accounting for services
- Capacity management
- Information security management
- Relationship processes
- Resolution processes
- Incident and service request management
- Problem management
- Control processes
- Configuration management
- Change management

- Release and deployment management

LESSON 2: IMPLEMENTATION PROJECT STRATEGY

- Keys to Implementation

LESSON 3: SETTING UP AN IMPLEMENTATION PROJECT

- Assign responsibilities
- Set up implementation Schedule
- Initiate the implementation project
- Define policies
- Initial Quality Policy Statement
- Define processes for SMS
- Create the Project Schedule
- Define deliverable dates
- Assign responsibility for creating all other processes and work instructions

Day One:

- Module 1: Review of Service Management Systems Clauses

Day Two:

- Module 2: Implementation Project Strategy
- Module 3: Setting up an Implementation Project
- Module 4: Creating the Project Schedule