

Certified in ISO 20000:2018 Lead Implementer

Global Certification Program

- ✓ Globally lifetime Valid Certification
- ✓ Lifetime Valid Certification
- ✓ AI based Roleplay & Simulations
- ✓ Two Exam Attempts



An Overview

what you can expect from this program

The Certified ISO 20000:2018 Lead Implementer certification equips professionals with the expertise to implement and manage an ISO/IEC 20000:2018-compliant IT Service Management System (ITSMS). It covers essential concepts such as service delivery, continual improvement, and compliance with international best practices. Designed for IT managers, consultants, and auditors, this certification enables organizations to enhance service quality, optimize processes, and meet regulatory requirements. It provides a structured approach to aligning IT services with business objectives, ensuring efficiency, reliability, and customer satisfaction.

	Type	Online self-paced learning, Mocks
	Language	English (including subtitles)
	Access	12 months
	AI based Role play	Prepare yourself for career with AI based roleplay
	Digital certificate upon completion (2 Attempts)	
	Card Payment, Bank Transfer	
	Reading materials & Reference Templates	
	100% money back guarantee*	

GSDC Introduction

Welcome to the Global Skill Development Council (GSDC)!

As an independent, vendor-agnostic certification organization, we empower professionals worldwide.

Leading MNC organizations and global universities recognize our certifications. With a diverse portfolio of over 150+ programs, including L&D, HR, SRE, DevOps, Agile, Six Sigma, and Cyber Security, we've certified over 250,000 professionals.

Partnered with 100+ global training organizations, GSDC is your gateway to unlocking endless opportunities.

Join us today and let your skills soar to new heights!



Introduction

Certified in ISO 20000:2018 Lead Implementer

The GSDC Certified ISO 20000 Lead Implementer certification is designed for professionals seeking expertise in implementing and managing an IT service management system based on the ISO 20000:2018 standard. This certification validates your ability to effectively plan, implement, and maintain the IT service management processes and activities within an organization.

With the GSDC Certified ISO 20000 Lead Implementer certification, you demonstrate your competence in aligning IT services with business objectives, improving service quality, and enhancing customer satisfaction.

This certification serves as a testament to your skills and knowledge in IT service management, providing you with a competitive edge in the industry.



Learning Objective

- Understand ISO 20000:2018 requirements for service management.
- Establish service management policies and objectives.
- Develop service management processes and procedures.
- Monitor and evaluate the effectiveness of service management.
- Prepare for ISO 20000:2018 certification audit.
- Plan and implement ISO 20000:2018 service management system.
- Identify and manage service management risks.
- Implement service management controls and metrics.
- Ensure continual improvement of the service management system.

OBJECTIVES OF ISO 20000:2018 LEAD IMPLEMENTER

Curriculum

1.Introduction to ISO 20000 Information Technology Service Management (ITSM):

- Introduction to ITSM: Business Justification and initial design
- ITSM Scope: Defining the boundaries of ITSM
- Benefits and Significance of ITSM
- ITSM Policy: Establishing guidelines for ITSM
- Process and Procedure Documentation for ITSM
- Defining Management Systems and Process Approach
- Principles of Information Technology in ITSM
- Preliminary Analysis and Assessing Current IT Level
- Developing a Project Plan for ITSM
- IT Service Accounting: Managing Finances and Budgeting

2.Overview and Context of ISO/IEC 20000:

- Understanding ISO/IEC 20000: Definition and Purpose
- Advantages of Implementing ISO/IEC 20000
- Breakdown of ISO/IEC 20000 Parts
- ISO/IEC 20000:2018: An Overview
- Key Contrasts between ISO 20000 and ITIL®
- ITIL® Life Cycles in Relation to ISO/IEC 20000
- Clauses of ISO/IEC 20000:2018

3.Service Management System (SMS) Description:

- Responsibilities of Management within the SMS
- Oversight of Processes Managed by External Parties
- Administration of Documents in the SMS
- Establishment and Enhancement of the SMS
- Management of Resources within the SMS

4.Overview of Auditing:

- Explanation of Auditing and its Purpose
- Various Types of Audits
- Internal Audits
- External Audits
- Terminology Used in Auditing
- Advantages of Conducting Audits

5.Roles and Principles in Auditing:

- Auditor and Auditee Roles
- Team Composition for Audits
- Guides and Observers in the Auditing Process
- Responsibilities of a Lead Auditor
- Management of Audits
- Ensuring Confidentiality in Auditing
- Independence of Auditors
- Adopting an Evidence-Based Approach
- Upholding Integrity in Auditing
- Delivering Fair Audit Reports

6.Auditor Responsibilities:

- Personnel Management by the Auditor
- Preparation of Audit Checklists
- Defining the Scope of Work
- Administration of Audit Programs
- Effective Communication across Organizational Levels
- Skills and Competencies Required for Internal Auditors

7.Objectives of Internal Auditing:

- Identification
- Safeguarding
- Proactive measures

8.Audit Procedures:

- Commence the report initiation process
- Organize and plan activities
- Develop audit plans
- Assign tasks to the audit team
- Prepare necessary documents
- Conduct an open meeting
- Prepare and distribute audit reports
- Finalize the audit process
- Perform follow-up activities
- Utilize the audit triangle concept
- Implement audit templates and work documents

9.Comprehensive Service Management:

- Management of Service Levels
- Overall Requirements
- Cataloging of Services
- Agreements on Service Levels
- Supplementary Agreements
- Service Processes

10.Scope:

- Defining the Scope
- Considering Scope Parameters
- Formulating the Scope Statement
- Reaching Scope Consensus

11.Launch and Implementation:

- Configuration and Release Management
- Change Management
- Capacity and Availability Management
- Service Continuity Management

12.Information Security Administration:

- Implementation of IT Security Policies
- Assessment of Security Risks
- Implementation of Controls
- Management of Documents and Records
- Operational Management

13.Implementation Guidance and Categories:

- Process for Service Delivery
- Process for Resolution
- Process for Relationship Management
- Process for Control

14.Control, Monitoring, and Measurement:

- Process Monitoring
- Internal Audit Function
- Metrics Development
- Performance Indicators and Dashboards
- Review Management
- Continual Improvement Program Implementation
- Audit Preparation
- Contractual Dispute Management

Unleash Unlimited Potential

All GSDC certifications come with a lifetime membership, offering you a world of benefits to fuel your professional growth.



Expert Created Learning Material

Learn from knowledge shared by Top Industry Experts with 15+ yrs of experience.



Access to Global Conferences

Be a part of GSDC thriving learning community around the world, sharing knowledge from across the world.



Speaker invites @ GSDC Webinar Series

Share your knowledge with world at GSDC global webinar series, share your expertise and learn from others.



Downloadable Resources

Get access to templates and reference documents which will help you to do your day to day tasks easier.



Certificate Upgrades

Get complimentary certificate upgrades to keep up with the latest updates in processes and frameworks.



Newsletters, blogs with industry insights

Get newsletters, announcements and articles curated by experts direct to your inbox.



AI Based Role Play

Learn to implement applicability of knowledge with real life simulation based games.

What You Get In this Certification Program?

- Engaging digital learning videos
- Exclusive access to Global thought leader sessions & case studies
- Downloadable and implementable resources to support practical application
- Two mock exams with unlimited attempts for comprehensive preparation
- Certification exam voucher with 1-year validity
- Two attempts for certification exam

What our Candidates Saying?

We greatly appreciate the feedback from our program participants on Trustpilot. With an impressive average rating of 4.7 out of 5, their reviews highlight the positive experiences and value they have gained from our program.



Global Skill Development Council - GSDC
 Reviews 178 • Excellent
 4.7 ⓘ
 VERIFIED COMPANY



chandrakaran j
 2 reviews • IN
 Jul 18, 2023
 ★★★★★
I had a experience with GSDC with their...
 I had a experience with GSDC with their SRE course and it was very good. The speakers were very knowledgeable and kept it very interactive. Thanks the GSDC team for this!
 Date of experience: April 13, 2023



Tosin Olaniji
 1 review • NG
 Jul 11, 2023
 ★★★★★
The learning portal was so seamless
 The learning portal was so seamless, and user friendly. The course are so detailed, easy to understand, great lecturers. Safe to say the best learning platform I've used so far. I would recommend learning from GSDC to anyone. You sure will get a value for your money.
 Date of experience: July 08, 2023



Amani
 1 review • AE
 Aug 15, 2023
 ★★★★★
Certified Learning & Development Professional CLDP
 I took the certification course "Certified Learning & Development Professional CLDP" approved by the GSDC - Global Skill Development Council. So grateful to the professional team at the GSDC for this enlightening opportunity; namely, Ruguzeno, for her dedication, responsiveness, and constant support throughout this learning journey. And very special thanks to the amazing trainer and coach Deepak Sharma for the great weekly live sessions which I believe are the highlight of this certification programme. His knowledge, expertise, and outstanding skills have made the course very insightful, engaging, and enjoyable!
 Date of experience: July 21, 2023



Majid
 1 review • IN
 Sep 25, 2023
 ★★★★★
GSDC has been doing a great job in making learners gain knowledge!
 GSDC has been doing a great job in making the learners find right opportunities to gain knowledge for business! These two days were filled with knowledge and insights!
 Date of experience: September 25, 2023



Expert-Led Generative AI: Learn, Connect, Grow



Interactive Learning Experience:

Ask questions, discuss case studies, and receive implementation guidelines directly from expert, enhancing your understanding of complex AI topics



Lifelong Learning Journey:

Enjoy lifetime access to these sessions, ensuring you stay updated with the latest trends and continuously grow your AI expertise



Career-Boosting Network:

Connect with fellow professionals in the field, creating valuable relationships that can propel your career in the world of Generative AI

AI-Based Interview Practice Platform



- Engage With Real Time AI Interview Questions.
- Practice Questions Tailored with Your Expertise.
- Validate your Knowledge of subject Matter.

Capstone Project



- Apply Your Skills in Real World Scenario.
- Learn Methodologies Aligned to Your Expertise.
- Validate Skills and Knowledge Gained through the Certification.
- Showcase Expertise via a Capstone Project.

Enrollment-Options

Option-1

Certified in ISO 20000:2018 Lead Implementer With E-Learning

Fast-track your career by learning a new skill and earning a certificate

- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

ENROLL NOW

Option-2

Bundle

**Create your own bundle with
3 certification program**

- ✓ 3 Certification Program
- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

ENROLL NOW

Option-1 Certified in ISO 20000:2018 Lead Implementer with E-Learning

Certified In ISO 20000:2018 Lead Implementer with Digital Learning

Fast-track your career by learning a new skill and earning a certificate

- ✓ E-Learning from Industry Experts
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ Downloadable Resources



Option-2

Make Your Own Certified in ISO 20000:2018 Lead Implementer Bundle

**Enrich your skills and advance your career with our exclusive bundle.
Get certified in the following:**

- Certified ISO 20000:2018 Lead Auditor
- Certified ISO 31000:2018 Risk Manager
- Certified ISO 22301:2019 Lead Auditor
- Certified ISO 27001 Lead Auditor
- Certified ISO 27001:2022 Lead Implementer

Expand your expertise, design impactful learning experiences, and master your skills.

BUY ANY

3

CERTIFICATIONS

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Unlock Workforce Potential Through Skill Validation!

Enroll now with the code **UPSKILL10** To avail 10% discount.

Register Now

100% Money Back Guarantee!

At GSDC, quality is our top priority. Our certification programs are designed to foster professional growth and ensure learning satisfaction. If you do not pass the certification exam after two attempts, we offer a 100% money-back guarantee.

- No Questions Asked*
- 100% Amount Refund*
- No Processing Fees*



Thank You



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