



ISO/IEC 20000-1 SMS Gap Analysis, Process Design and Certification Readiness Training



ISO/IEC 20000-1 SMS Gap Analysis, Process Design and Certification Readiness Training

Introduction:

ISO/IEC 20000-1 SMS gap analysis, process design and certification readiness training is a 1-week course for IT service managers, service owners, process owners and SMS coordinators, ending with an SMS Implementation Plan and Service Management Process Set. Many IT functions run incident, change and service level activities without the policy, scope, internal audit and management review the standard requires, and find gaps only at audit. Nominees own or operate IT services or processes and work through case studies from several sectors. CoreConcept Training Center delivers this ISO/IEC 20000-1 course.

Course Objectives:

- Interpret the requirements of ISO/IEC 20000-1:2018 clauses 4 to 10 and define the SMS scope for a set of services
- Establish the service management policy, objectives, roles and service management plan for leadership approval
- Design processes for the service portfolio, relationships and agreements, supply and demand, and service design, build and transition
- Implement resolution and fulfilment and service assurance processes with defined records, interfaces and owners
- Set up monitoring, internal audit, management review and service reporting that demonstrate conformity
- Produce an SMS Implementation Plan and Service Management Process Set from a gap analysis

Target Audience:

- IT service managers responsible for planning and delivering services within a service management system
 - Service owners accountable for service performance, agreements and customer relationships
 - Process owners responsible for change, incident, problem, configuration and release processes
 - SMS coordinators responsible for documented information, internal audit and management review
 - Implementation team members in internal IT functions and IT service providers preparing for certification audit
-

Course Outline:

Day 1: SMS Foundations, Context and Scope

- ISO/IEC 20000-1:2018 Structure and the Harmonised Clause Layout
- ISO/IEC 20000-10 Service Management Concepts and Core Vocabulary
- Clause 4 Organisational Context, Interested Parties and Climate Considerations
- ISO/IEC 20000-3 SMS Scope Definition and Applicability Statement
- Current-State Gap Analysis Against Clauses 4 to 10

Day 2: Leadership, Planning, Support and the Service Portfolio

- Clause 5 Leadership Commitment, Service Management Policy and Roles
- Clause 6 Risks, Opportunities and Service Management Objectives
- Service Management Plan Structure and Documented Information Control
- Clause 7.6 Knowledge, Competence, Awareness and Communication Arrangements
- Clause 8.2 Service Catalogue, Asset and Configuration Management

Day 3: Relationship, Supply and Demand, and Transition Processes

- Clause 8.3 Business Relationship Management and Service Agreements
- Service Level Management and Supplier Management Process Design
- Clause 8.4 Budgeting, Accounting, Demand and Capacity Management
- Clause 8.5 Change Management Process and Change Evaluation Records
- Service Design, Transition and Release and Deployment Management

Day 4: Resolution, Service Assurance and Performance Evaluation

- Clause 8.6 Incident, Service Request and Problem Management Procedures
- Clause 8.7 Service Availability and Service Continuity Management
- Information Security Management Within the Service Management System
- Clause 9 Monitoring, Internal Audit, Management Review and Reporting
- Clause 10 Nonconformity, Corrective Action and Continual Improvement

Day 5: Case Study Work and the SMS Implementation Plan

- Case Study Gap Analysis for a Multi-Sector Service Provider
 - Case Study Process Interface Mapping Across Clause 8
 - Service Management Process Set Drafting and Ownership Assignment
 - Certification Readiness Review Using an Internal Audit Checklist
 - SMS Implementation Plan Completion with Milestones and Responsibilities
-

Skills You Will Gain:

- SMS Scope Definition
- Requirements Gap Analysis
- Service Management Policy Drafting
- Process Interface Design
- Configuration Information Control
- Service Continuity Planning
- Internal Audit Planning
- Corrective Action Management

Why Attend This Course:

- Deliver an SMS Implementation Plan and Service Management Process Set to the SMS sponsor and IT leadership team for approval
- Decide which services, parties and processes fall within the SMS scope and which processes to build first
- Avoid major nonconformities, repeat audit findings and wasted effort on documents that add no evidence of conformity
- Brief process owners and service teams on their responsibilities, records and interfaces within the SMS

Conclusion:

Back at work, the participant presents the SMS Implementation Plan and Service Management Process Set to the SMS sponsor and the IT leadership team. Leadership uses the plan to approve the SMS scope, assign process owners and resource the work needed before a certification audit, while process owners use the process set to run and record their processes. After the first internal audit and management review under the plan, the team should review open nonconformities, missing records and slipping milestones and update both documents.

Frequently Asked Questions FAQ:

What should participants know before an ISO/IEC 20000-1 service management system implementation course?

Participants should already manage, own or operate IT services or service management processes. Prior study of the standard is not required, but bringing a current list of services, process documents or recent audit findings helps apply the case study work to their own organisation.

How does an ISO/IEC 20000-1 service management system implementation course differ from an IT service management foundations course?

Foundations courses introduce service management concepts and good-practice frameworks for daily service desk and operations work. This course works through the requirements of the standard clause by clause and builds the plan, policy, processes and evidence an organisation needs for a conforming SMS.

Can an organisation exclude requirements when implementing an ISO/IEC 20000-1 service management system?

No. All requirements of clauses 4 to 10 are mandatory and cannot be excluded. An organisation defines the scope of its SMS, and where other parties operate processes within that scope, it must show that it controls those parties.

What do participants take back from an ISO/IEC 20000-1 service management system implementation course?

Participants take back an SMS Implementation Plan and a Service Management Process Set covering the scope, gap analysis results, policy and objectives, process owners and records, internal audit and management review arrangements, and milestones toward certification readiness.
