

# ISO/IEC 20000-1 Service Management Implementation Course

7 – 11 June 2027
Kuala Lumpur

AGILE LEADERS
Training Center

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## Overview

ISO/IEC 20000-1 Service Management Implementation Course is a one-week foundation course for service management and governance functions, and participants leave with an SMS Implementation Roadmap. The course connects ISO/IEC 20000-1 service management implementation, service management system scope, a service management plan, service lifecycle controls, and continual improvement into an evidence-based implementation sequence. Agile Leaders Training Center presents the SMS implementation roadmap for service organizations.

## Who Should Attend

- Service management functions responsible for coordinating service outcomes and management-system controls
- Service ownership functions responsible for requirements, performance, and stakeholder agreements
- Process leadership functions responsible for designing, operating, and reviewing service controls
- Quality and governance functions responsible for documented information, assurance, and corrective action
- Implementation and internal review functions responsible for building evidence and tracking readiness

The course assumes participants contribute to service processes or governance activities, and it leaves certification preparation, auditor qualification, and detailed ITIL practice design outside its scope.

## Departments and Industries

The course supports departments and industries that establish, operate, review, or improve service management systems.

- Information technology and shared-services departments
- Telecommunications and managed-service providers
- Financial services and insurance operations
- Healthcare and public-service support functions
- Quality, risk, governance, and internal review departments

## Learning Objectives

By the end of this course, participants will be able to:

- Apply ISO/IEC 20000-1 requirements to SMS context and scope decisions.
- Build policy, responsibility, risk, objective, and planning controls.
- Use documented information and competence controls to support implementation.
- Analyze service portfolio, relationship, supply, demand, and lifecycle controls.
- Evaluate performance evidence, internal reviews, and corrective actions.
- Prioritize an SMS Implementation Roadmap for continual improvement.

## Course Agenda

### Day 1: Define SMS Context and Direction

- ISO/IEC 20000-1 SMS Requirement Map
- Interested-Party and Service-Requirement Register
- SMS Scope and Boundary Statement
- Leadership, Policy, and Accountability Matrix
- Risks, Opportunities, and Objectives Log

### Day 2: Build the SMS Foundation

- Service Management Plan Structure
- Documented Information Control Register
- Resource, Competence, and Awareness Matrix
- Service Portfolio and Lifecycle Map
- Measurement, Reporting, and Governance Calendar

### Day 3: Design Relationship and Service Controls

- Customer, Supplier, and Agreement Register
- Service Level and Service Requirement Matrix
- Demand and Capacity Planning Board
- Service Design, Build, and Transition Gate
- Change, Release, and Configuration Control Map

### Day 4: Operate, Assure, and Improve Services

- Incident and Service Request Fulfillment Model
- Problem and Knowledge Management Linkage
- Availability, Continuity, and Information Security Assurance Map
- Performance Evaluation and Internal Review Pack
- Nonconformity, Corrective Action, and Improvement Register

## Day 5: Practice SMS Implementation

- Suggested Exercise: Define SMS Scope and Interested Parties
- Suggested Exercise: Build a Service Management Plan
- Suggested Exercise: Map Service Lifecycle Controls
- Suggested Exercise: Review Performance and Corrective Action
- Capstone Exercise: Complete an SMS Implementation Roadmap

## Practical Exercises

The course uses suggested activities based on managed-service, financial-service, healthcare-support, and shared-service cases.

- Suggested activity: define organizational context, interested parties, service requirements, and boundaries for a proposed SMS.
- Suggested activity: connect policy, roles, risks, objectives, resources, and documented information in a service management plan.
- Suggested activity: map portfolio, relationship, agreement, supply, demand, design, transition, resolution, fulfillment, and assurance controls.
- Suggested activity: evaluate performance evidence, record a nonconformity, define corrective action, and prioritize improvements.

## FAQs

### Who suits ISO/IEC 20000-1 service management implementation, and what does it assume?

ISO/IEC 20000-1 service management implementation suits service managers, service owners, process leads, governance specialists, implementation teams, and internal reviewers. It assumes participants already contribute to service processes or governance activities.

### How does ISO/IEC 20000-1 service management implementation differ from ITIL training?

ISO/IEC 20000-1 service management implementation builds a requirements-based management system, while ITIL training focuses on service management practices and guidance. ITIL can support implementation, but it does not replace the standard's requirements.

### What is a service management system scope under ISO/IEC 20000-1?

A service management system scope defines the organizational boundaries, services, interested parties, and applicable requirements governed through the SMS. A clear scope anchors policy, planning, control ownership, and evidence.

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## What evidence supports ISO/IEC 20000-1 performance evaluation?

ISO/IEC 20000-1 performance evaluation uses defined measures, monitoring results, service reports, internal reviews, management review inputs, nonconformity records, corrective actions, and improvement decisions.

## Conclusion

Participants take back an SMS Implementation Roadmap. It combines scope decisions, governance responsibilities, planning controls, service lifecycle controls, evidence requirements, review routines, corrective actions, and improvement priorities. The roadmap changes disconnected implementation tasks into a sequenced basis for establishing and improving a service management system.