



When Quality Matters

CCQM CERTIFIED ISO/IEC 20000 LEAD IMPLEMENTER

MASTERING THE IMPLEMENTATION AND MANAGEMENT OF A SERVICE MANAGEMENT SYSTEM (SMS) BASED ON ISO/IEC 20000

SUMMARY

This five-day intensive course enables the participants to develop the necessary expertise to support an organization in implementing and managing a Service Management System as specified in ISO/IEC 20000-1.

COURSE AGENDA

Day 1	Introduction to Service Management System (SMS) concepts as required by ISO/IEC 20000; initiating an SMS
Day 2	Planning an SMS based on ISO/IEC 20000
Day 3	Implementing an SMS based on ISO/IEC 20000
Day 4	Controlling, monitoring, measuring and improving an SMS certification audit of an SMS in accordance with ISO/IEC 20000
Day 5	Certification Exam CCQM Certified ISO/IEC 20000 Lead Implementer exam is available in different languages. The candidates who do not pass the exam will be able to retake it for free within 12 months from the initial exam date.

After successfully completing the exam, participants can apply for the credentials of CCQM Certified ISO/IEC 20000 Lead Implementer.

GENERAL INFORMATION

- ▶ Certification fees are included in the exam price
- ▶ Participant manual contains more than 450 pages of information and practical examples
- ▶ A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued to the participants

For additional information, please contact us at info@ccqm.ch or visit www.ccqm.ch