



## **ISO/IEC 20000-1 UNDERSTANDING AND IMPLEMENTING TRAINING**



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor



+603 8022 8330



+603 8022 8201



info@mtbmgroup.com



mtbmgroup.com

**Course Title:** ISO/IEC 20000-1 Understanding and Implementing Training

**Course Validity:** 2 Days

**Validity:** Not Applicable

**HRD Corp Scheme:** Claimable

## **INTRODUCTION**

This training provides participants with a comprehensive and practical understanding of ISO/IEC 20000-1, the international standard for Information Technology Service Management (ITSM) that ensures organisations deliver reliable, consistent and high-quality IT services. The course explains the structure and requirements of ISO/IEC 20000-1, focusing on service planning, service delivery, incident and problem management, change and configuration management, availability and capacity management, information security alignment, supplier control and continual improvement. Through real-world examples, detailed discussions and hands-on implementation workshops, this training equips participants to interpret and apply the standard effectively, develop essential documentation, enhance service performance and strengthen readiness for certification audits.

## **OBJECTIVE(S):**

- Understand the structure, purpose and scope of ISO/IEC 20000-1.
- Learn key concepts of service management and process integration.
- Implement service management policies, procedures and documentation.
- Apply core processes such as incident, problem, change and configuration management.
- Strengthen service delivery, availability, capacity and continuity controls.
- Integrate ISO/IEC 20000-1 with ISO/IEC 27001 and other management systems.
- Establish monitoring, measurement and continual improvement mechanisms.
- Support organisational readiness for ISO/IEC 20000-1 certification audits.

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**TARGET GROUP(S):**

- IT managers and service delivery managers
- ITSM practitioners and process owners
- Service desk and operations teams
- Information Security Officers
- Compliance, governance and risk management personnel
- ISO/IEC 20000-1 implementation and certification teams

**ENTRY REQUIREMENT(S):**

- Able to read, write and communicate verbally in Malay/English

**TOPIC(S):**

1. Introduction to ISO/IEC 20000-1 and Service Management Concepts
2. SMS Framework, Structure and Clause Requirements
3. Service Planning, Service Catalogue and Relationship Management
4. Incident, Problem, Change and Configuration Management
5. Service Level, Availability, Capacity and Continuity Management
6. Information Security, Supplier Management and Risk Control
7. Monitoring, Measurement, Internal Audit and Performance Evaluation
8. Implementing an SMS and Preparing for Certification

**LIST OF REFERENCE BOOK(S):**

- ISO/IEC 20000-1: IT Service Management Requirements
- ISO/IEC 20000-2: Guidance on Application
- ISO/IEC 27001: Information Security Management
- ITIL and service management best practices

**LIST OF TEACHING AID(S):**

- LCD projector
- Computer
- Whiteboard with accessories
- Flip chart with accessories
- SMS templates and implementation worksheets

**METHODOLOGY(S):**

- Lecture
- Group discussions
- Case studies
- Hands-on implementation workshops
- Practical exercises

## TRAINING SCHEDULE

### Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: Introduction to ISO/IEC 20000-1 and Service Management Concepts
10:15 am – 10:30 am	<b>Morning Tea Break</b>
10:30 am – 12:30 pm	Topic 2: SMS Framework, Structure and Clause Requirements
12:30 pm – 1:30 pm	<b>Lunch Break</b>
1:30 pm – 3:30 pm	Topic 3: Service Planning, Service Catalogue and Relationship Management
3:30 pm – 3:45 pm	<b>Afternoon Tea Break</b>
3:45 pm – 5:00 pm	Topic 4: Incident, Problem, Change and Configuration Management

## TRAINING SCHEDULE

### Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Service Level, Availability, Capacity and Continuity Management
10:15 am – 10:30 am	<b>Morning Tea Break</b>
10:30 am – 12:30 pm	Topic 6: Information Security, Supplier Management and Risk Control
12:30 pm – 1:30 pm	<b>Lunch Break</b>
1:30 pm – 3:30 pm	Topic 7: Monitoring, Measurement, Internal Audit and Performance Evaluation
3:30 pm – 3:45 pm	<b>Afternoon Tea Break</b>
3:45 pm – 5:00 pm	Topic 8: Implementing an SMS and Preparing for Certification