

ISO 20000 Lead Implementer Program

IT Service Management Systems

PECB CANADA

Who can do?

- Managers or consultant who be a part of implementation of ITSMS can opt this training.
- Who would like to enhance their career in the ITSMS implementation.
- Person responsible for the IT Service Management System or conformity in an organization.
- ITSMS team member.
- Expert advisor in information technology.

**100,000+ Students
have been Trained**

since
1997

**Program is
offered by**

**3D EDUCATORS
INTL**
22 Years of
Excellence in
Training &
Development

**Invest in
People the
only Asset
that Appreciates**



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Master the Implementation of IT Service Management Systems (ISMS) based on ISO/IEC 20000

The benefits of implementing a service management system (SMS) based on the requirements of [ISO/IEC 20000-1](#) are manifold: the management system is based on ISO's high-level structure (HLS) which allows an easier integration with existing management systems, the standard comprises practices proven to be useful in the service management industry, requirements stated in clauses 4–10 allow the organization to establish a structured approach to manage service provision activities and deliver value to its customers, the standard allows the organization to establish a baseline upon which it can improve in the future.

The training course aims to provide in-depth understanding of ISO/IEC 20000-1 requirements, as well as good practices and approaches used for the implementation and subsequent maintenance of the service management system.

After attending the training course, you can take the exam. If you pass, you can apply for the “PECB Certified ISO/IEC 20000 Lead Implementer” credential. Internationally recognized, the “PECB Certified ISO/IEC 20000 Lead Implementer” certificate validates your professional capabilities and competence in implementing an SMS based on the requirements of ISO/IEC 20000-1.



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Why should you attend?

The ISO/IEC 20000 Lead Implementer training course is intended for:

- Managers or consultants involved in and concerned with the implementation of a service management system in an organization
- Managers and employees seeking to help their organization meet the service requirements and deliver value
- Project managers, consultants, or expert advisers seeking to master the implementation of a service management system based on the requirements of ISO/IEC 20000-1
- Individuals responsible for maintaining conformity with the ISO/IEC 20000-1 requirements in an organization
- Members of an SMS implementation team



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Program Details

Inauguration

The Training Program will be inaugurated by a senior member of 3D EDUCATORS

Program Structure

No of classes **2 Weeks**

Duration of each class **3-Hour**

Other Learning Activities

Develop the implementation techniques of ISO guidelines In your organization **01**

Presentations by Trainees **01**

About the Program Instructor

ISO 20000 Lead Implementer PECB ITSMS Registered Lead Implementer, ITSMS Approved Lead Implementer, The Trainers who are conducting this program have the following positions in the different organization:

- ✓ Lead Implementer
- ✓ ISO Consultants
- ✓ Lead Auditors Trainers

Highly qualified accredited Trainers from PECB Canada, who have rich experience will conduct the sessions and are involved in the implementations of ISO 20000 Standards. Trainers are foreign qualified and having the degrees of PhD, MBA, M.Sc., and MS.

In Affiliation with





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Learning objectives

This training course enables you to:

- Gain a comprehensive understanding of the concepts, approaches, methods, and techniques used for the implementation and effective management of an SMS
- Acknowledge the correlation between ISO/IEC 20000-1, standards in the ISO/IEC 20000 series, and other ISO standards
- Gain the ability to interpret the requirements of ISO/IEC 20000-1 in the specific context of an organization
- Develop the necessary knowledge and expertise to support an organization in effectively planning, implementing, managing, monitoring, and maintaining an SMS
- Acquire the expertise to advise an organization in implementing SMS best practices



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COURSE DETAILS

Introduction to the management of an Information Security Management System based on ISO 20000 and launching ISMS

Educational approach

This training course is participant centered and contains:

- Theories, approaches, and good practices used in service management
- Lecture sessions, which are illustrated with examples and practical exercises based on a case study that include discussions
- Interactions made between participants by means of questions and suggestions

Prerequisites

The main requirements for participating in this training course are a basic knowledge of ISO management system standards, a general understanding of ISO/IEC 20000-1, and an awareness of the management system implementation principles.



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Examination

The PECB Certified ISO/IEC 20000 Lead Implementer exam fully meets the requirements of the PECB Examination and Certification Program (ECP). It covers the following competency domains:

Domain 1: Fundamental principles and concepts of a service management system

Domain 2: Service management system requirements

Domain 3: Planning of an SMS implementation based on ISO/IEC 20000-1

Domain 4: Implementation of an SMS based on ISO/IEC 20000-1

Domain 5: Monitoring and measurement of an SMS based on ISO/IEC 20000-1

Domain 6: Continual improvement of an SMS based on ISO/IEC 20000-1

Domain 7: Preparation for an SMS certification audit

For specific information about exam type, languages available, and other details, please visit the [List of PECB Exams](#) and the [Examination Rules and Policies](#).



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CERTIFICATION

After successfully completing the exam, you can apply for the credentials shown on the table below. You will receive a certificate once you comply with all the requirements related to the selected credential.

For more information about ISO/IEC 20000 certifications and the PECB certification process, please refer to the Certification Rules and Policies.



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| Credentials | Exam | Professional Experience | ISM Audit Experience | Other Requirements |
|---|---|--|--|---------------------------------|
| PECB Certified ISO/IEC 20000 Professional Implementer | PECB Certified ISO/IEC Lead Implementer Exam or Equivalent | None | None | Signing the PECB Code of Ethics |
| PECB Certified ISO/IEC 20000 Implementer | PECB Certified ISO/IEC Lead Implementer Exam or Equivalent | Two Years: One Year of Working Experience in IT Service Management System | Audit Activities: a total of 200 hours | Signing the PECB Code of Ethics |
| PECB Certified ISO/IEC 20000 Lead Implementer | PECB Certified ISO/IEC Lead Implementer Exam or Equivalent | Five Years: Two Year of Working Experience in IT Service Management System | Audit Activities: a total of 300 hours | Signing the PECB Code of Ethics |
| PECB Certified ISO/IEC 20000 Master | PECB Certified ISO/IEC Lead Implementer Exam or Equivalent and PECB Certified ISO/IEC 20000 Lead Implementer Exam or Equivalent | Ten Years: Six Year of Working Experience in IT Service Management System | Audit Activities: a total of 300 hours | Signing the PECB Code of Ethics |



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General information

- Certification fees are included on the exam price
- Training material containing over 450 pages of information and practical examples will be distributed
- A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued
- In case of exam failure, you can retake the exam within 12 months for free



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Terms & Conditions

WITHDRAWAL FROM THE DIPLOMA/CERTIFICATION

Students are not allowed to withdraw from the Diploma. If a student cannot continue the Diploma his/her fee will be forfeited.

CONDUCT AND DISCIPLINE

A disciplinary action, leading to rustication, will be taken against students whose conduct is found objectionable at any time during the course of study. Reference will be made to 3D Educators code of conduct.

EVALUATION AND GRADING

The performance of students is evaluated through continuous observation of a student's performance in the Diploma – class participation, submission of assignments, quizzes and exercises.



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The student will be examined through three hourly exams conducted at the midterm and a final exam at the end of the program. Total marks for passing the Diploma will be 60 out of a total of 100.

Students who do not meet the attendance or any other eligibility criteria will not be allowed to appear in the final examination.

The following grading plan will be applicable for the Diploma:

| | |
|-----------|-----------------|
| A | 87 - 100 |
| B+ | 81 -86 |
| B | 72 - 80 |
| C+ | 66 - 71 |
| C | 60 - 65 |
| F | below 60 |



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Students who are unable to appear for the final exam are required to submit a written application stating the reason for not appearing for the exam. 3D Educators reserves the right to approve or deny such applications. If approved, the student will be allowed to sit for the exam within one month. Failure to do so, the student will be resubmit the examination fee and sit the future schedule exam. Without passing of the exams no certification will be awarded.



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ONLINE LIVE CLASSES FACILITY AVAILABLE

- Instructor Led Training
- Real Time Presentations
- Interactive Classes
- Complete Notes and Other Stuff shall be provided through our Secure Student Login Member's Area
- For Online Live Classes, you may please download the Admission Form through our website <http://www.3deducators.com>. Fill it properly and attached the required document along with Picture and send back to info@3deducators.com with scanned fee submitted voucher in the bank.
- For Pakistan you may submit the fee at any MCB Branch with the title of "3D EDUCATORS-TRAINERS & CONSULTANTS".
- If you are outside Pakistan then you may transfer via Bank to Bank or any western union, Fast Track, Money Gram or else International Transfer Body.
- After Admission, if you don't have GMAIL Account then you are requested to kindly make one GMAIL Account and shared it info@3deducators.com. Then further correspondence shall be made by our institute official.
- Extra Bandwidth Charges shall be incurred.

DISTANCE NOT MATTER

You can join in the live classes Sessions of 3D EDUCATORS – TRAINERS & CONSULTANTS from anywhere of the world.



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PRECAUTIONARY MEASURES

- During Classes, you are requested to make sure that you are in isolated room, where no noise should be there except your voice.
- Kindly Switch Off your Cell Phone during the class, because it will disturb the quorum of class.
- If you have taken the admission in the course online lonely, then ethically it is recommended and suggested that you alone in the class.
- Recording of Lectures are not allowed at your end.

This world is emerging and growing in the 21st Century very rapidly because of latest and remarkable technologies and its advancement. Due to advancement of technology, we 3D EDUCATORS offer Live Interactive class sessions

3D EDUCATORS believe on Information Technology and its systems. Now you can also avail this facility at your home.

CONTACT US

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+9221-34857148

info@3deducators.com
<http://www.3deducators.com>

Get the Admission Form

Download Form | 

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Global Recognized Certification from PECB CANADA

PECB



Professional Evaluation and Certification Board

hereby attests that

Dr. Muhammad Shaheer Waqar

is awarded the title

PECB Certified ISO/IEC 27001 Lead Implementer

having met all the certification requirements, including all examination requirements, professional experience and adoption of the PECB Code of Ethics

Certificate Number: ISLI1022286-2022-08

Issue Date: 2022-08-30

This certificate is valid for three years for the purpose of PECB certification

Carolina Cabezas
Chief Compliance Officer