



Professional
Development
Institute

ISO 20000 IT Service Management System (ITSMS) Lead Implementer





Welcome

The Professional Development Institute® (PDI) is one of the leading international institutions specialized in qualifying and developing professional competencies. It is headquartered in the United Kingdom (UK) and has a proven track record in preparing specialized professionals across vital sectors, including banking, finance, and insurance. PDI is distinguished by offering internationally recognized professional certifications that enhance individual efficiency and strengthen their capabilities in the global workplace

This program aids professionals to enable implementation & certification of enterprise IT Service Management Systems including improvement in maturity of an IT Service Management System (ITSMS) based on ISO/IEC 20000-1.

What you will Learn- Key Takeaways

- Build service governance frameworks
- Implement ISO 20000-1 controls
- Develop service catalogs, SLAs & procedures
- Incident, change & supplier management
- Certification readiness

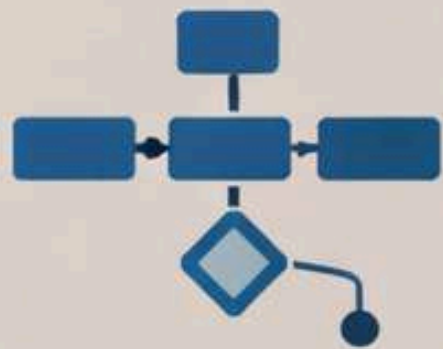


Curriculum



- **Module One:** ITSM Principles
 - **Module Two:** Service Risk Management
 - **Module Three:** Planning ITSMS Projects
 - **Module Four:** ITSMS Gap Analysis
 - **Module Five:** Service Control Design
 - **Module Six:** Documentation & Registers
 - **Module Seven:** Implementation & Training
 - **Module Eight:** Internal Audit & Incident Governance
 - **Module Nine:** Certification & Continual Improvement
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- **Target Audience:** CIOs, IT Heads, Service Managers, Compliance Officers, MSP Leaders

IT SERVICE MANAGEMENT SYSTEM



SUPPORT

CHANGE

PROBLEM

Further Information

Eligibility Requirements


Applicants must:

- Hold a degree from a recognized educational organization.
- Have professional experience in the field.
- Sit for and pass the certification examination.
- Adhere to the Professional Development Institute (PDI) Code of Ethics.

About Exam:

- The examination is offered in multiple languages to support international candidates.
- All candidates are required to sit for their exam at an accredited PDI Test Centre.
- The exam duration is (3) hours.
- Each exam consists of 100 multiple-choice questions (MCQs).

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