PECB CERTIFIED ISO/IEC 20000:2018
Transition

Prepare for the transition from ISO/IEC 20000-1:2011 IT Service Management System (ITSMS) to ISO/IEC 20000-1:2018

Why should you attend?

The ISO/IEC 20000-1 Transition training course enables you to gain a thorough understanding of the differences between ISO/IEC 20000-1:2011 and ISO/IEC 20000-1:2018. During this training course, you will be able to acquire the necessary knowledge and expertise to support an organization in planning and implementing the process of transitioning from an ISO/IEC 20000-1:2011 SMS to ISO/IEC 20000-1:2018 in a timely manner.

After becoming acquainted with the new concepts and requirements of ISO/IEC 20000-1:2018, you can sit for the exam and apply for a "PECB Certified ISO/IEC 20000-1:2018 Transition" credential. By holding a PECB Transition Certificate, you will be able to demonstrate that you have the practical knowledge and professional capabilities to successfully apply the ISO/IEC 20000-1:2018 changes to an existing SMS.

Who should attend?

➤ Managers, trainers and/or consultants involved in an ISO/IEC 20000-1:2018 SMS transition
➤ Individuals responsible for the transition process from ISO/IEC 20000-1:2011 to ISO/IEC 20000-1:2018
➤ Auditors seeking to perform the ISO/IEC 20000-1:2018 transition certification

Course agenda

Duration: 2 days

Day 1 | Introduction to ISO/IEC 20000-1:2018

➤ Course objectives and structure
➤ Standards and regulatory frameworks
➤ ISO/IEC 20000-1 revision project

➤ ISO/IEC 20000-1 – Context of the organization
➤ ISO/IEC 20000-1 – Leadership

Day 2 | ISO/IEC 20000-1:2018 clause by clause and certification exam

➤ ISO/IEC 20000-1 – Planning
➤ ISO/IEC 20000-1 – Support of the service management system
➤ ISO/IEC 20000-1 – Operation of the service management system
➤ ISO/IEC 20000-1 – Performance evaluation

➤ ISO/IEC 20000-1 – Improvement
➤ Transition to the ISO/IEC 20000-1:2018 certification
➤ Closing the training

Learning objectives

➤ Learn about the main differences between ISO/IEC 20000-1:2011 and ISO/IEC 20000-1:2018

➤ Comprehend the new concepts and requirements of ISO/IEC 20000-1:2018

➤ Learn how to effectively apply the ISO/IEC 20000-1:2018 changes to an existing Service Management System (SMS)

➤ Understand the new high-level structure of ISO/IEC 20000-1:2018 and learn how to apply it to an existing SMS

Examination   Duration: 1 hour

The "PECB Certified ISO/IEC 20000-1 Transition" exam fully meets the requirements of the PECB Examination and Certification Programme (ECP). The exam covers the following competency domains:

Domain 1 │ **Understand the differences between ISO/IEC 20000-1:2011 and ISO/IEC 20000-1:2018**

Domain 2 │ **Understand, interpret and plan the implementation of ISO/IEC 20000-1:2018 changes**

For more information about exam details, please visit Examination Rules and Policies.

Certification

Upon the successful completion of 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 20000-1 certifications and the PECB certification process, please refer to the Certification Rules and Policies.

The requirements for a Transition Certification are:

Credential	Exam	Professional experience	MS audit/ assessment experience	SMS project experience	Other requirements
PECB Certified ISO/IEC 20000-1 Transition	PECB Certified ISO/IEC 20000-1:2018 Transition Exam or equivalent	None	None	None	Signing the PECB Code of Ethics

General information

➤ Certification fees are included in the exam price
➤ Training material containing over 120 pages of information and practical examples will be distributed
➤ A participation certificate of 14 CPD (Continuing Professional Development) credits will be issued
➤ In case of exam failure, you can retake the exam within 12 months free of charge