



## 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
<b>PECB Certified ISO/IEC 20000-1 Transition</b>	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