Best Practices of IT Service Management Systems (ITSMS) based on ISO/IEC 20000

16- 17/10/2019	Venue CYS Training Center	Language: English

The ISO/IEC 20000 standard describes a set of management processes designed to help you deliver more effective IT services (both to those within your business and to your customers). ISO 20000 gives you the methodology and the framework to help you manage your ITSM, while allowing you to prove your that company follows best practice. With the requirements of the standard you will achieve best practice, helping to improve your delivery of IT services. ISO 20000 is applicable to any company size from any industry sector.

♦ Service Management System requirements

♦ Design and transition of new or changed services

♦ Service delivery processes

♦ Relationship processes

♦ Resolution processes

♦ Control processes

Who should attend:

- Managing Directors, Directors, Departmental Managers, Quality Managers and QMS auditors

- ICT managers and staff

- Project managers or consultants wanting to prepare and to support an organization in the implementation of an IT service management system

- Business auditors

- Persons with supervisory positions for the business conformity in an organization

- Members of an IT service management system team

Trainer: Christos Tsiakaliaris is a highly experienced Information Technology professional, responsible for project management and service delivery in complex engagements focusing on the introduction of information systems and IT good practices in governmental or private institutions. He is primarily involved in information systems analysis and design, technical specifications definition for IS, IT governance, IT service management, information security, IT and business process alignment. He holds a Postgraduate Diploma in Electrical and Computer Engineering from the National Technical University of Athens, a Master of Science in Information Systems Engineering from the University of Manchester, Institute of Science and Technology and a professional experience of over 20 years. He is also a certified Project Management Professional (PMP) as well as ISO27001 Lead Auditor. Mr. Tsiakaliaris has led or participated as an expert in numerous projects in Greece, Cyprus, the Balkans and other countries. He has also organized training programmes in the areas of project management, e-government, information security and related IT subjects.

Τα προγράμματα εγκρίθηκαν από την ΑνΑΔ. Οι επιχειρήσεις που συμμετέχουν με εργοδοτούμενούς τους, οι οποίοι ικανοποιούν τα κριτήρια της ΑνΑΔ, θα τύχουν της σχετικής επιχορήγησης.

Αρχή Ανάπτυξης Ανθρώπινου Δυναμικού Κύπρου

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DURATION	Wednesday 16th of October 2019
8:45—9.00	**Registration**
9.00—10.30	The evolution of IT Service Management (ITSM) - Relationship of ISO/IEC 20000 to other standards and frameworks Introduction to ISO/IEC 20000: • Content and structure • Basic terminology
10.30—10.45	**Coffee Break**
10.45 - 12.00	Service management system requirements • Objectives of the management system • Responsibilities of management • Documentation requirements • Staff competence, awareness and training • Plan-do-check-act methodology
12.00—13.00	Design and transition of services
13.00 – 13.45	**Lunch Break**
13.45– 15.15	Service delivery Part 1 • Service level management • Service reporting • Service continuity and availability management
15.15 - 15.30	**Coffee Break**
15.30 - 17.15	Service Delivery Part 2 • Budgeting and accounting for services • Capacity management • Information security management
DURATION	Thursday 17th of October 2019
9.00—10.00	Relationships with customers and suppliers: Business relationship management Supplier management
10.00 - 11.00	Addressing incidents, service requests and problems: Incident and service request management Problem management
10.30—10.45	**Coffee Break**
10.45 - 11.45	Control processes • Configuration management • Change management • Release and deployment management
11.45 –13.00	Scope definition and applicability of ISO/IEC 20000-1 Part –1

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DURATION	Thursday 17th of October 2019
13.00 – 13.45	**Lunch Break**
13.45 – 15.00	Scope definition and applicability of ISO/IEC 20000-1 Part –2
15.00 –15.15	**Coffee Break**
15.15 – 17.15	Benefits and challenges in implementing a Service Management System Evaluation test End of course

Company Details

Name : ....

Address : ....

Email : ....

Tel.: ....   Fax: ....

HRD Authority Eligible: YES ☐   NO ☐

Other: ....

Participants Details

A/A	Name	Work Position
1.	....	....
2.	....	....
3.	....	....

Participation Fee:

€400 + €76 VAT (refundable)

HRDA Subsidy: €238

Charge: €162 + €76 VAT(ref.)=€238

To book your place please click below, before the 10h of October, 2019

For enquiries please contact Mrs. Maria Theophanous, tel: 22 411442, email: training@cys.org.cy