

Implementing IT Service Management with ISO 20000

Program Description

ISO 20000 focuses on the integration and implementation sides of service management processes. It is aimed for providing on going control, greater efficiency and opportunities for continuing improvement which in the end means that coordinating further within other employees inside our organization to align the staff and procedures of our service desk, service support, service delivery and operations team.

When the training ends, the participants are expected to have sufficient knowledge of contents and high-level requirements of ISO 20000 standard from its scope, objectives, key terminology and high level requirements, as well as understand how the standard operates in a typical IT service provider or an end-user organization together with the main elements of the certification process.

Trainer: Goutama Bachtiar

WAKTU PELAKSANAAN

📅 24 - 25 Juni 2027

🕓 09:00 - 17:00 WIB

TEMPAT PELATIHAN

Location: Kuretakeso Hotel - Kemang / Best Western Premier - Cawang / The Aryaduta Hotel Semanggi

Harga

Group Price: Rp 5.350.000
Full Fare: Rp 5.950.000

**) Harga di atas tidak dikenakan PPN 11%, sudah termasuk makan siang, snack, sertifikat, dan modul.*

Program Objectives

In details, at the end of this training, participants will be able to:

1. Understand scope and purpose of parts 1, 2, 3 and 5 of ISO 20000

2. Comprehend key terms and definitions
3. Value fundamental requirements and continual improvement
4. Understand processes, objectives and high level requirements
5. Familiarize with applicability and scope definition requirements
6. Value the purpose of internal and external audits and their operation
7. Produce and assess gap analysis through improvement and implementation plan
8. Understand, create, apply and evaluate a service management plan
9. Understand, create, apply and evaluate processes, procedures, process specific plans and process specific policies
10. Understand relationship with IT-IL, ISO 9001 and ISO 27001

Program Content

NO	SESSIONS	HOURS
1	Overview of ISO/IEC 20000 and its Requirements	1
2	Familiarizing with Purpose and Definition	1
3	Comprehending Terms and Definitions	1
4	Valuing Roles, Responsibilities, Requirements and Processes	1
5	Understandingthe Deming Cycle	2
6	Developing Service Management Plan	2
7	Applying Service Delivery and Relationship Processes	2
8	Deploying Design and Transition of New and Changed Service Processes	2
9	Implementing Control and Resolution Processes	2
10	Valuing Compatibility with other Management System Standards	1
11	Understanding Schemes for Certification and Qualification	1
	TOTAL HOURS	**16**

Training Methodology

In order for effective learning and full appreciation, the course will be delivered with 30% of the time devoted to important concepts and other theory topics and 70% allotted for hands-on lab exercise and case studies. Active participation will be encouraged through individual work and collaborative effort.

Targeted Participants

Those newly or experienced service delivery, service management, business unit, quality, operational, Information Security, Information Technology professionals, managers, and consultants who are involved in, in-charge for, or manage Information Technology Service Management Systemor introduce ISO 20000further to their organizations.

Instruktur Pelatihan

Goutama Bachtiar

Goutama Bachtiar adalah : Advisor, Auditor, Konsultan, Trainer, Courseware Designer dan Penulis bidang Teknologi dan Sistem Informasi selama 17 tahun terakhir dengan spesialisasi di ranah IT Governance, Risk, Security, Assurance, Audit dan IT Management.

Saat ini beliau menjabat sebagai advisor beberapa perusahaan dan organisasi, Subject Matter Expert, Program Mentor, Editorial Journal Reviewer, Certification Exam (CISA, CGEIT, CISM, CRISC) dan Study Materials Developer di ISACA International Chapter, Subject Matter Expert dan Program Evaluator di PMI International Chapter, IASA, SABSA dan Open Group Global Working Group Member, Reviewer Panel di International Institute of Business Analysis (IIBA), Dosen Tamu di program pasca sarjana beberapa universitas di AS dan Indonesia (UTB, UI, IPB dan Binus), serta moderator, panelis dan pembicara di sejumlah konferensi, workshop dan seminar.

Sebagai auditor dan konsultan, telah memberikan layanan tersebut kepada 35 perusahaan dan organisasi. Puluhan sertifikasi internasional sudah diperolehnya sampai dengan saat ini.

Selain itu, beliau juga telah mengadakan dan memberikan pelatihan, perkuliahan, seminar, konferensi dan workshop sebanyak lebih dari 230 sesi dan 5500 jam lebih kepada sekitar 7500 peserta di Indonesia maupun luar negeri kepada lebih dari 70 perusahaan dan organisasi.

Sebagai penulis, sudah mengarang 2 buku dan 22 courseware serta sudah menulis, melakukan review dan editing atas 300 artikel, manuskrip, paper dan white paper seputar Telematika dan Manajemen di lebih dari 20 media, publikasi, organisasi, jurnal dan konferensi.

CONTACT US

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