

About INTEGRA Solution

INTEGRA Solution provides ICT based solutions and consultancies for regulated environments and industries where digital risk management is must.

The company stands out with its dedication to IT Governance with many years of hands-on experience in a host of industries, delivering numerous solutions to banking, telecom, government,...

Since the INTEGRA Solution's inception, the company has become trusted leader demonstrated through certification of first bank for ISO 27001:2005 (since 2006) in the broader region (SEE). We are equipped with 10+, 15+ senior level staff, with hands-on experience and credentials of CISA, ITSM/ISMS LA, CRISC, PMP,.. certifications.

Profiled this way we guarantee successful implementation of compliance based solutions for regulated industries, such as Basel II and overcoming the operational risk in the banking sector, PCI for card processing operators and merchandisers, SOX Section 404 concerning IT controls of information systems for financial reports and Data Privacy

About PECB

Professional Evaluation and Certification Board (PECB) mission is to provide clients with comprehensive examination and certification services to individuals.

Certifications represent the intersection of protection of the public, fairness to candidates, and contribute to the improvement of the profession. Although these may appear to be competing interests, a well-designed certification program will be most effective in meeting these interests when its resources are deployed to enhance validity and reliability.

PECB develops, maintains and continuously improves high quality recognized certification programs.

Certification is a vital component of the information security field as it provides evidence that certified professionals hold standardized competencies based on best practices. Certification can also serve as documented evidence of a professional's qualifications, competencies and experience.

Certified ISO 20000 Lead Implementer



WHY YOU SHOULD PARTICIPATE

Increasing business competetiveness of organizations that are IT dependant, force organizations to adopt IT Service Mangement standards and frameworks for a long-term approach.

- Project managers or consultants wanting to prepare and to support an organization in the implementation of an Information Technology Service Management System (ITSMS)
 - ISO 20000 auditors who wish to fully understand the Information Technology Service Management System implementation process
 - Persons responsible for the Information Technology Service or conformity in an organization
 - Members of an Information Technology Service team
 - Expert advisors in information technology
 - Technical experts wanting to prepare for an Information Technology Service function or for an ITSMS project management function
- They're all responsible as a team to demonstrate that organization adhere to promised SLA's to clients, consumers, shareholders, regulators

Site point of contact

For any questions about registration, accommodation, travel or any other logistical aspect of your attendance on ITSMS Lead Implementer training course please contact us at:

INTEGRA Solution office
contact@integrasolution.com.mk
Tel: +389 (0)2 3177 177
Fax: +389 (0)2 3117 177

Location of the ITSMS Lead Implementer training course:

Hotel Mr. President
Belgrade Serbia
Grand Hotel Sofia
Sofia Bulgaria
Hotel TCC Plaza
Skopje Macedonia

IT SERVICE MANAGEMENT SYSTEM (ITSMS) LEAD IMPLEMENTER TRAINING Course (ISO 20000)

Course: Belgrade - Monday 19th of March to Friday 23rd of March 2012

Course: Sofia- Monday 26th of March to Friday 30th of March 2012

Course: Skopje - Monday 2nd of April to Friday 6th of April 2012

Registration: 1st of February to 15th of March (Available 10 seats only)

Mastering implementation and management of Information Technology service management. This training is fully compatible with ISO 20000-2 (Guidelines for the Implementation of an ITSMS) and ITIL. Unique offer to the ITSMS based training market based on the professional certification schema of PECB recognized all over the world. A student manual containing over 450 pages of information and practical exams will be distributed to participants. A copy of the ISO/IEC 20000-1 standard is distributed to the participants. A **24 CPE** participation certificate will be issued to participants.



BENEFITS

This five-day intensive course enables participants to develop the necessary expertise to support an organization in implementing and managing an IT Service Management System as specified in ISO/IEC 20000-1. Also, the participant will gain a thorough understanding of best practices for planning and implementing IT Service Management processes starting from ISO 20000 processes, planning and implementing new and changed services, service delivery process, relationship management processes, problem resolution process, control processes and release processes. This training is consistent with the project management practices established in ISO 10006 (Quality Management Systems - Guidelines for Quality Management in Projects).

On successfully completing the course, students will:

- Understand the implementation of an IT Service Management System in accordance with ISO 20000
- Gain a comprehensive understanding of the concepts, approaches, standards, methods and techniques allowing an effective management of an IT Service Management System
- Know the interrelationships between ISO/IEC 20000-1, ISO/IEC 20000-2 and ITIL.
- Acquire expertise to support an organization in implementing, managing and maintaining an Information Technology Service Management System (ITSMS) as specified in ISO/IEC 20000
- Acquire the necessary expertise to manage a team in implementing the ISO 20000 standard
- Acquire the personal skills and knowledge necessary to advise an organization on the management best practices of an ITSM.

Price (training materials, coffee, lunch): 1.390 €* + VAT
* For second participant from same organization 10% discount

EXAMINATION AND CERTIFICATION

The "Certified ISO/IEC 20000 Lead Implementer" exam fully meets the requirements of the PECB Examination and Certification Programme (ECP). The exam covers the following competence domains:

- o Domain 1: Fundamental principles and concepts of Information Technology Service
- o Domain 2: Information Technology Service Best Practice based on ISO 20000-2
- o Domain 3: Planning an ITSMS based on ISO 20000
- o Domain 4: Implementing an ITSMS based on ISO 20000
- o Domain 5: Performance evaluation, monitoring and measurement of an ITSMS based on ISO 20000
- o Domain 6: Continual improvement of an ITSMS based on ISO 20000
- o Domain 7: Preparing for an ISO 20000-1 certification audit

- * Duration of the Exam: 3 hours
- * Certification fees are included in the exam price
- * In case of failure of the exam, participants are allowed to retake the exam for free under certain conditions
- * After successfully completing the exam, participants can apply for the credentials of Certified ISO/IEC 20000 Provisional Implementer, Certified ISO/IEC 20000 Implementer or Certified ISO/IEC 20000 Lead Implementer, depending on their level of experience
- * A certificate will be issued to participants who successfully pass the exam and comply with all other requirements related to the selected credential
- * For more information about ISO 20000 certifications and PECB certification process, refer to PECB section on ISO 20000 Lead Implementer

CONTENT

The intensive five day training course provides:

- Day 1: Introduction to the ITSMS based concepts as required by ISO 20000 and initiating an ITSMS
- Day 2: Planning an ITSMS based on ISO 20000
- Day 3: Launching and implementing an ITSMS based on ISO20000
- Day4: Controlling, monitoring and measuring and improving an ITSMS and Certifying ITSMS based on ISO 20000-1
- Day 5: Course Review and Exam (3 hours)

This training is based on both theory and practice:

- o Sessions of lectures illustrated with examples based on real cases
- o Practical exercises based on a full case study including role playings and oral presentation
- o Review exercises to assist the exam preparation
- o Practice test similar to the certification exam

Practical exercises will help participant to develop abilities (mastering implementation techniques) and skills (managing ITSMS Project, communicating with the team, prioritizing tasks, etc.) necessary for the efficient implementation of an ISMS System.

REGISTER TODAY

Course Agenda

Day 1: Introduction to ITSMS concepts as required by ISO 20000

- * Introduction to management systems and the process approach
- * Presentation of the standards ISO 20000 family of standards and comparison with ITIL V3
- * Fundamental principles of Information Technology Service
- * Preliminary analysis and establishment of the maturity level of an existing Information Technology Service management system based upon ISO 21827
- * Writing a business case and a project plan for the implementation of an ITSMS

Day 2: Planning an ITSMS based on ISO 20000

- * Definition of the scope of an ITSMS
- * Definition of an ITSMS policy and objectives
- * Documentation of the processes and procedures
- * Service level management
- * Budgeting and accounting for IT services

Course Agenda

Day 3: Implementing an ITSMS based on ISO 20000

- * Change management
- * Configuration and release management
- * Capacity and availability management
- * Service continuity and security management
- * Incident and problem management
- * Operations management of an ITSMS

Day 4: Controlling, monitoring and measuring and improving an ITSMS; certification audit of an ITSMS

- * Controlling and Monitoring an ITSMS
- * Development of metrics, performance indicators and dashboards
- * ISO 20000 internal Audit
- * Management review of an ITSMS
- * Implementation of a continual improvement program
- * Preparing for an ISO 20000 certification audit

Day 5: Course Review and Certification Exam