

Training Course Change Log

| GENERAL INFORMATION | | | | |
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| Training Course Details | Training Course Name: | Language: | New Version: | Previous Version: |
| | Certified ISO/IEC 20000 Lead Implementer | English | 7.0 | 6.0 |
| <p>Summary of the Change: The training course has undergone a moderate update. The changes generally include:</p> <ul style="list-style-type: none"> • The design throughout the training course has been updated. • The framework used in the training course has undergone changes. • Some of the sections have been rearranged and renamed. • The case study has been removed in the new version of the training course. • Existing sections have been modified slightly, information taken from the family of ISO/IEC 20000 series has been updated with the updated versions of the standards, respectively. • Slides related to Information Technology Infrastructure Library (ITIL) have been updated. <p>An extended summary of the changes made throughout the sections of the training course is provided below.</p> | | | | |

| Day 1 | |
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| Section 1: Training course objectives and structure | <ul style="list-style-type: none"> • The content of this section has been updated and rearranged for a more logical flow. • New slides about “PECB Digital Badges” and “Legal Disclaimers” have been added. |
| Section 2: Management systems and ISO/IEC 20000 family of standards | <ul style="list-style-type: none"> • The section has been renamed (previously titled as “ISO standards and ISO/IEC 20000 series”) • The overall section remains the same as in the previous version of the training course. |
| Section 3: Fundamental concepts and principles of service management | <ul style="list-style-type: none"> • The content in this section has been updated to properly cite the new update of ITIL. • New slides related to ITIL principles and value chain system have been added. |

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| Section 4: Initiation of the SMS implementation | <ul style="list-style-type: none"> • The content in this section has overall remained the same as in the previous version of the training course. • New slides referencing ISO/IEC TS 20000-5 have been added. • Slides related to the business case have been moved here. |
| Section 5: The organization and its context | <ul style="list-style-type: none"> • The content in this section has remained mainly the same. |
| Section 6: Analysis of the existing system | <ul style="list-style-type: none"> • The content in this section has remained mainly the same. |
| Section 7: SMS scope | <ul style="list-style-type: none"> • The content in this section has remained mainly the same with some terminology updates. |
| Day 2 | |
| Section 8: Leadership and commitment | <ul style="list-style-type: none"> • The slides related to the business case have been removed from this section. • The remaining slides have been updated slightly. • |
| Section 9: Service management policy | <ul style="list-style-type: none"> • The title of the section has been updated from “Service management policy and objectives”. • The content in this slide has been updated overall. • The slides related to service management objectives have been moved to section 11. |
| Section 10: Risks and opportunities | <ul style="list-style-type: none"> • The title of this section has been updated from “Risk assessment.” • Overall, the content in this section has remained the same, with some slight changes. |
| Section 11: Service management plan and objectives | <ul style="list-style-type: none"> • This is a new section in the new version of the training course elaborating the service management plan and service management objectives. |
| Section 12: Support for the SMS | <ul style="list-style-type: none"> • This is a new section in the new version of the training course covering the sections 11, 12, and 13 of the previous version of the training course. |
| Day 3 | |
| Section 13: Service portfolio | <ul style="list-style-type: none"> • The overall section remains the same as in the previous version of the training course with some minor modifications. |
| Section 14: Relationship and agreement | <ul style="list-style-type: none"> • The overall section remains the same as in the previous version of the training course with some minor modifications. |

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| Section 15: Supply and demand | <ul style="list-style-type: none"> The overall section remains the same as in the previous version of the training course with some minor modifications. |
| Section 16: Service design, build, and transition | <ul style="list-style-type: none"> The overall section remains the same as in the previous version of the training course with some minor modifications. |
| Section 17: Resolution and fulfillment | <ul style="list-style-type: none"> The overall section remains the same as in the previous version of the training course with some minor modifications. |
| Section 18: Service assurance | <ul style="list-style-type: none"> The overall section remains the same as in the previous version of the training course with some minor modifications. |
| Section 19: Monitoring, measurement, analysis, and evaluation | <ul style="list-style-type: none"> The overall section remains the same as in the previous version of the training course with some minor modifications. This section has been moved from Day 4 in the previous version to Day 3. |
| Day 4 | |
| Section 20: Internal | <ul style="list-style-type: none"> The overall section remains the same as in the previous version of the training course with some minor modifications. |
| Section 21: Management review | <ul style="list-style-type: none"> The overall section remains the same as in the previous version of the training course with some minor modifications. |
| Section 22: Treatment of nonconformities | <ul style="list-style-type: none"> The overall section remains the same as in the previous version of the training course with some minor modifications. |
| Section 23: Continual improvement | <ul style="list-style-type: none"> The overall section remains the same as in the previous version of the training course with some minor modifications. |
| Section 24: Preparation for the certification audit | <ul style="list-style-type: none"> The overall section remains the same as in the previous version of the training course with some minor modifications. |
| Section 25: Closing of the training course | <ul style="list-style-type: none"> The section has been updated with the current PECB rules and guidelines. |

| Other Materials | Task Description | Comments | Completed |
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| Index | The index has been updated based on the new version of the training course. | Along with the detailed agenda of the training course, the index file now includes a list of standards cited in the training course, a bibliography, and a list of acronyms. | <input checked="" type="checkbox"/> |
| Exercises Worksheets and Exercises Correction Key | The exercises and their respective correction keys have been updated based on the new version of the course. | The exercises have been redesigned and updated; now consisting of six questions, compared to the previous version, which included 16 exercises. | <input checked="" type="checkbox"/> |
| Quizzes Worksheet and Quizzes Correction Key | The quiz and quiz correction keys have been updated based on the new version of the training course. | The quizzes have been added which were previously missing; including the correction keys file indicating the correct answers. | <input checked="" type="checkbox"/> |
| Exam 01 | The exam 01 has been updated based on the new version of the training course. | The exam has been updated from essay type exam to multiple choice exam containing stand alone and scenario based questions. | <input checked="" type="checkbox"/> |
| Exam 02 | The exam 02 has been updated based on the new version of the training course. | | <input type="checkbox"/> |
| Candidate Handbook (CH) | The candidate handbook has been updated based on the new version of the training course. | | <input checked="" type="checkbox"/> |
| Course and/or Scheme Description | The web descriptions have been updated based on the new version of the training course. | | <input checked="" type="checkbox"/> |
| Other Supporting Materials (E.g. course sample, infokit, toolkit, etc.) | Other supporting materials have been updated based on the new version of the training course. | N/A | <input type="checkbox"/> |