



NEUROVERSE GLOBAL

ISO 20000 – IT Service Management

Excellence Program

A 5-Day Intensive Executive Training Program

Training Course Code: NV-TR-15-010

Prepared for: [Client Organization]

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Executive Summary

The ISO 20000 – IT Service Management Program is a comprehensive 5-day executive training designed to equip professionals with the frameworks, tools, and best practices required to establish and manage high-performing IT service management systems. The program aligns ISO 20000 standards with ITIL practices, focusing on service quality, customer satisfaction, and operational efficiency. Participants will gain practical insights into service design, delivery, performance monitoring, and continual improvement. Through real-world case studies and interactive workshops, attendees will develop the capability to enhance service reliability, manage risks, and ensure compliance with international standards. This program is essential for organizations seeking to optimize IT services, achieve certification, and drive digital service excellence.

Program Element	Details
Duration	5 Days (40 Hours)
Target Audience	C-Suite Executives, Senior Leaders, Strategy Professionals
Delivery Options	5★ Hotel Traveling (Global Centers) Training Institute Onsite at Your Location Virtual Live Hybrid
Certification	yes
Class Size	Optimum number of participants for highest interaction and engagement

We provide flexible and premium delivery formats tailored to your strategic priorities:

- **5★ Hotel Experience:** Executive retreat setting combining strategic learning, executive networking, and high-level team in luxury venues (e.g., Amman, Dead Sea, Aqaba).
- **Traveling (Global Centers):** Delivered at world-class international locations such as London, Istanbul, Dubai, Singapore, Georgia, or select European hubs, offering premium facilities and global networking opportunities.
- **Training Institute:** Hosted at leading accredited institutes equipped with advanced learning technologies and innovation-driven environments.
- **Onsite at Your Location:** Conducted at your corporate headquarters for a fully customized, confidential, and organization-focused experience.
- **Virtual Live:** High-definition, interactive online sessions with digital collaboration tools ideal for distributed leadership teams.
- **Hybrid Model:** A strategic blend of in-person engagement and synchronized virtual participation to maximize flexibility and international reach.

Curriculum Structure

The ISO 20000 IT Service Management Program is structured as an intensive 5-day professional journey, designed to build capabilities in managing, delivering, and continuously improving IT services aligned with ISO 20000 standards and global best practices. Each day focuses on a critical component of ITSM, integrating governance, processes, and performance excellence.

Day 1: Foundations of IT Service Management & ISO 20000

Theme: Establishing a Service Excellence Mindset

Module	Key Activities
Introduction to ISO 20000	Overview of ISO/IEC 20000-1; Scope, principles, and benefits
ITSM Fundamentals	Service lifecycle; Value co-creation; Customer-centric IT services
ISO 20000 vs ITIL	Alignment with ITIL 4 framework; Key concepts comparison
Service Management System (SMS)	Structure, policies, and governance model

Day 2: Service Design & Transition

Theme: Building Reliable and Scalable IT Services

Module	Key Activities
Service Design Principles	Service catalog; SLAs; Capacity & availability planning
Change Management	Change enablement; Risk assessment; Change approval workflows
Release & Deployment Management	Release planning; Version control; Deployment strategies
Configuration Management	CMDB design; Asset & configuration tracking

Day 3: Service Delivery & Operational Control

Theme: Ensuring Service Stability and Performance

Module	Key Activities
Incident Management	Incident lifecycle; Prioritization; Resolution techniques
Problem Management	Root cause analysis; Known error database
Service Request Management	Request fulfillment models; Automation strategies
Service Continuity & Availability	ITSCM planning; Disaster recovery strategies

Day 4: Performance Evaluation & Continuous Improvement

Theme: Driving Measurable Service Excellence

Module	Key Activities
Monitoring & Measurement	KPIs; SLAs; Service performance dashboards
Internal Audits	ISO 20000 audit requirements; Audit planning
Nonconformity & Corrective Actions	Issue tracking; Continual service improvement
Customer Satisfaction Management	Feedback systems; Service experience metrics

Day 5: Governance, Risk & Certification Readiness

Theme: Achieving Compliance and Sustained Excellence

Module	Key Activities
IT Governance & Compliance	COBIT alignment; Risk management in IT services
Supplier Management	Vendor selection; Contract and SLA management
Information Security Integration	Alignment with ISO 27001; Data protection considerations
Capstone Project	ITSM implementation roadmap + certification readiness strategy

Delivery Options

NeuroVerse Global offers unparalleled flexibility in program delivery, ensuring that world-class strategic education is accessible regardless of location or logistical constraints. Choose the format that best suits your organizational needs:

Format	Description	Best For
Executive Retreat ***** 5* Hotel	Multi-day experience at luxury venues in hotels 5* combining learning with strategic planning and team activities. Amman, Dead Sea, Aqaba	Board offsites, strategic planning, executive bonding
Premier Training Institute	Delivered at internationally accredited, state-of-the-art institutes equipped with advanced learning technologies, executive facilities, and innovation labs.	Executive education, certified programs, high-impact professional development
Global Centers With Traveling	Conducted at NeuroVerse world-class facilities in London, Istanbul, Egypt, Dubai, Singapore, Georgia, or Europe. Premium amenities and networking.	International exposure, cross-cultural learning, executive networking
Onsite Premium	NeuroVerse facilitator at your corporate headquarters or preferred location. Full materials, and immersive experience.	Leadership teams, confidential strategy sessions, team building
Virtual Live	Synchronous online sessions with interactive tools, breakout rooms, and digital collaboration platforms. HD streaming.	Distributed teams, cost optimization, time-constrained executives
Hybrid Model	Blend of in-person and virtual elements. Regional hubs with synchronized virtual participation for global teams.	Global organizations, flexible participation, maximum reach



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Make you Training in more than 35 Countries Around the World

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