€TRAINING

IT Service Management: ISO/IEC 20000 Lead Auditor



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Introduction

You can conduct service management system SMS audits in accordance with generally accepted audit principles, methods, and techniques thanks to the information and abilities you get from the ISO/IEC 20000 Lead Auditor training course. The significance of a successful SMS audit is reflected in this training program. Your skill set in planning and carrying out SMS audits in accordance with ISO/IEC 17021-1 regulations, ISO 19011 guidelines, and other auditing best practices will be strengthened.

Exercises, tests, and real-world examples are also included in this training program to aid in your comprehension of the key components of SMS audits. It goes into detail about the practical aspects, such as how to interpret ISO/IEC 20000-1 requirements in the context of an audit, how to apply auditing principles, how to conduct audits, how to gather and verify evidence, how to lead an audit team, how to write nonconformity reports, and how to create the final audit report.

An exam is given after the training course has been successfully completed. You can apply for the "Certified ISO/IEC 20000 Lead Auditor" credential if you pass the exam. You can audit an SMS based on ISO/IEC 20000-1 thanks to the internationally recognized "ISO/IEC 20000 Lead Auditor" accreditation, which validates your professional qualifications.

Course Objectives

At the end of this course, participants will be able to:

- Describe the core ideas and rules underlying an ISO/IEC 20000-1-based service management system SMS.
- Interpret the ISO/IEC 20000-1 specifications for an SMS from the auditor's point of view.
- Assess the SMS's compliance with ISO/IEC 20000-1 requirements in accordance with the core audit ideas and tenets.
- control an ISO/IEC 20000-1 auditing program
- Plan, carry out, and conclude an ISO/IEC 20000-1 audit in compliance with ISO/IEC 17021-1 specifications, ISO 19011 recommendations, and other auditing best practices.

Targeted Audience

- Auditors wishing to lead and carry out SMS audits
- managers or consultants that want to learn how to conduct an SMS audit
- Those in charge of ensuring that an organization complies with ISO/IEC 20000-1 requirements
- Technical professionals attempting to get businesses ready for an SMS certification audit
- experts in service management as consultants

Course Outline

Unit 1:Introduction to IT Service Management Systems ITSMS and ISO/IEC 20000

- Goals and structure of the course
- Regulation and standardization framework

- process for certification
- the fundamentals of service management
- System for Service Management SMS

Unit 2: Audit principles, preparation and launching of an audit

- Concepts and guidelines for basic audits
- An evidence-based and risk-based auditing strategy
- setting up the audit
- First-stage audit
- Getting ready for the stage 2 audit on-site audit
- Phase 2 audit Part 1

Unit 3:On-site audit activities

- Stage 2 audit Part 2
- Communication during the audit
- Audit procedures
- Creating audit test plans
- Drafting audit findings and non-conformity reports

Unit 4: Closing the audit

- documentation of the audit and its evaluation
- completing the audit
- The auditor's evaluation of action plans
- Beyond the initial audit
- Managing a program for internal audits
- Competence and assessment of auditors
- Bringing the training to a close

Unit 5:Certification Exam