



Inspiring growth and improvement

ISO 20000 Lead Auditor

Accredited by PECB

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Highlights

- PECB accredited courseware and trainers
- Experienced ISO 20000 consultants as trainers
- Acquire in-depth audit knowledge of ISO 20000
- Receive training and certification in 5 days
- Engaging group discussions, case studies, workshops & quizzes
- Avail free lifetime course revision
- Exceptional post training support
- One free exam retake
- 31 CPDs from PECB

Mastering the Audit of IT Service Management Systems (ITSMS) based on ISO/IEC 20000

Introduction

This five-day intensive course enables participants to develop the necessary expertise to perform an IT Service Management System (ITSMS) audit by applying widely recognized audit principles, procedures and techniques. During this training course, you will acquire the knowledge and skills to plan and carry out internal and external audits in compliance with ISO 19011 and ISO/IEC 17021-1 certification process. Based on practical exercises, you will be able to master audit techniques and become competent to manage an audit program, audit team, communication with customers, and conflict resolution

Learning Objectives

- To understand the operations of an IT Service Management System (ITSMS) based on ISO/IEC 20000
- To acknowledge the correlation between ISO/IEC 20000-1, ISO/IEC 20000-2 and other standards and regulatory frameworks
- To understand an auditor's role to: plan, lead and follow-up on a management system audit in accordance with ISO 19011
- To learn how to lead an audit and audit team
- To learn how to interpret the requirements of ISO/IEC 20000-1 in the context of an ITSMS audit
- To acquire the competencies of an auditor to: plan an audit, lead an audit, draft reports, and follow-up on an audit in compliance with ISO 19011

Contents

- **Day 1: Introduction to IT Service Management Systems (ITSMS) and ISO/IEC 20000**
 - ▶ Course objectives and structure
 - ▶ Standard and regulatory framework
 - ▶ Certification process
 - ▶ Fundamental principles of service management
 - ▶ Service Management System (SMS)

- **Day 2: Audit principles, preparation and launching of an audit**
 - ▶ Fundamental audit concepts and principles
 - ▶ Audit approach based on evidence and risk
 - ▶ Initiating the audit
 - ▶ Stage 1 audit
 - ▶ Preparing the stage 2 audit (on-site audit)
 - ▶ Stage 2 audit (Part 1)

- **Day 3: On-site audit activities h Stage 2 audit (Part 2)**

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

- **Day 4: On-site audit activities h Stage 2 audit (Part 2)**

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

- **Day 5: Certification Exam**

Recommended Participants

- Auditors seeking to perform and lead IT Service Management System (ITSMS) certification audits
- Managers or consultants seeking to master an IT Service Management System audit process
- Individuals responsible for maintaining conformance with ITSMS requirements
- Technical experts seeking to prepare for an IT Service Management System audit
- Expert advisors in IT Service Management

Prerequisites

A fundamental understanding of ISO/IEC 20000 and comprehensive knowledge of audit principles.

Course Format

This training is based on both theory and practice:

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

Duration

5 days, including certification examination on the last day.

Materials Provided

- Course reference manual containing copy of course slides, support documents, quizzes and answers
- Course Certificate
- Exam certificate on passing the ISO/IEC 20000 Lead Auditor examination

CPDs Assigned

This course qualifies for Thirty One (31) CPDs.

Certification Exam

A 3-hour certification exam is scheduled on the last day of the course. The exam is paper-pencil based.

About Business Beam

Business Beam is a top of the line digital transformation consultancy firm known for its world-class skills and capabilities to deliver value driven services and solutions. We help organizations to resolve their issues related to governance, operations, quality, services, projects, enterprise architecture, information security, business continuity, human resources, risk and internal audit.

Established in 2004 as a performance improvement firm with a vision to drive organizations towards corporate excellence, Business Beam has served hundreds of organizations of various sizes, different domains and geographical regions including USA, Saudi Arabia, UAE, Oman, Bangladesh, Hong Kong and Pakistan. During the years in operations, we have successfully delivered hundreds of consulting assignments and training courses. Thousands of professionals and executives from different organizations and nationalities have attended them.

Business Beam is CMMI Institute Partner, AXELOS Certified Partner, LearningCert Training Affiliate and itSMF member firm.

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