



**EXEMPLAR GLOBAL, USA APPROVED
ISO 20000:2018 INTERNAL AUDITOR COURSE
OFFERED BY RECOGNISED TRAINING PROVIDER
NVT QUALITY CERTIFICATION PVT. LTD., INDIA
(NVT QUALITY CERTIFICATION INTERNATIONAL, USA)**





ISO 20000:2018 INTERNAL AUDITOR COURSE



Course Overview

- To refresh/review the structure & requirements of ISO 20000-1:2011
- To enable delegates understand Key concepts in IT Service Management System (ITSMS) auditing
- To impart/enhance auditing skills
- To enable the delegates to plan, conduct & manage ISMS internal audits in accordance with the principles & guidance of ISO 19011

Course Content

- Introduction to ISO 20000-1, History
- Overview of ISO 20000-1:2011 requirements
- ITSM Policy & its application
- ITSM documentation structure
- Incident management and problem management
- Introduction to auditing : definition, types of audits
- Internal audit planning & preparation
- Conducting internal audit & reporting non-conformities
- Corrective action & audit follow-up activities
- Auditor attributes, competence & evaluation
- Individual / Syndicate exercises
- Course summary
- Written examination

Who Should Attend?

- IT Service Managers/Team Leads/Team members
- Personnel implementing ITSMS based on requirements of ISO 20000-1 in their organization
- Management representatives and/or departmental/functional IT service coordinators
- Consultants of IT Service Management System
- Individuals willing attend higher level courses such as ISO 20000-1 Lead Auditor Course

Learning Objectives

- Understand the operations of a Service Management System (SMS) based on ISO/IEC 20000.
- Acknowledge the correlation between ISO/IEC 20000-1, ISO/IEC 20000-2 and other standards and regulatory frameworks.
- Understand an auditor's role to: plan, lead and follow-up on a management system audit in accordance with ISO 19011.
- Learn how to lead an audit and audit team.
- Learn how to interpret the requirements of ISO/IEC 20000-1 in the context of an SMS audit.

Course Duration

24 hours

NVT QC AT A GLANCE

Over 25 Years experience

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Accredited by NABCB, India and ANAB, USA for certification of Quality management system of organizations.

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Recognized by EXEMPLAR GLOBAL as a training provider

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Presence in India, South East Asia, Middle East, Africa ,Europe and USA

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Proven Leadership in certification and training programs

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Over 10000 + audits in AQMS, QMS, EMS, ISMS, OHSAS, EnMS and IMS



CONTACT US

Global:

NVT Quality Certification International

692, Canterbury Place, Milpitas, CA
95035, USA

+1 408-946-5517 / M +1 408-836-4370

Email: vishnu.mathur@nvtquality.com

India:

NVT Quality Certification

CAP-1, Export Promotion Industrial Park,
Near ITPL, Whitefield,
Bangalore-560 066

Phone: +91-88843 111 11/222 22/666 66

Email: nvt@nvtquality.com

Web: www.nvtquality.com