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

GLOBAL CERTIFICATION AND TRAINING SERVICES

Course Overview

- To refresh/review the structure & requirements of ISO 20000-1:2018
- To enable delegates understand Key concepts in IT Service Management System auditing
- To impart/enhance practical auditing skills to become internationally recognized certified Auditor/Lead Auditor
- To enable the delegates to plan, conduct & manage ITSMS external (second and third party) as well as internal audits in accordance with the principles & guidance of ISO/IEC 17021 & ISO 19011

Course Duration

40 hours

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.
- 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.
- Gain audit skills and learn techniques for: evaluating, auditing, findings, communicating and presenting audit reports.
- Identify and write nonconformity statements with insight of proposal corrective actions and undertake audit follow-up activities.

ISO 20000:2018
AUDITOR/LEAD AUDITOR COURSE

Course Content

- Course Introduction
- Relevant standards, ISO/IEC 20000-1:2018, ISO/IEC 17021 and ISO 19011
- The purpose, importance & benefits of IT Service Management System
- ITSM Policy & its application
- ITSMS documentation structure
- Incident management and problem management
- Introduction to auditing ITSMS
- ISO 20000-1:2018 auditing techniques
- Managing and leading a ITSMS audit team
- Interview techniques
- Recording & Reporting Non Conformities
- Audit reporting
- Corrective Action & Audit Close out process
- Continuous Assessment exercises & feedback
- Syndicate & role play exercises & feedback
- Written Examination

Who Should Attend?

- Auditors seeking to perform and lead a Service Management System (SMS) certification audits
- Managers or consultants seeking to master a service management system audit process
- Individuals responsible for maintaining conformance with SMS requirements
- Technical experts seeking to prepare for a service management system audit
- Expert advisors in service management
- Individuals responsible for managing the audit programs in their organization
- IT Service managers/team leads
- Existing ITSMS internal auditors
- Consultants of IT Service Management System

Pre-Requisites

The participants are expected to know the requirements of ISO 20000 and have the knowledge of the following IT service management principles and concepts:

- The relationship between organizational objectives and the delivery of supporting IT systems and services.
- Concepts of organizational governance through financial management and risk management.
- Chief interests, priorities and experiences of end users customers and other stakeholders.
- Principles of IT service provision.
- The influence of organizational processes on IT system demands and the impact of changing processes.
- Typical technologies underpinning business information systems.

NVT QC AT A GLANCE

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