Business Beam

Inspiring growth and improvement

ISO 20000
Lead Auditor

Accredited by PECB

**Business
Beam**

Highlights

Experienced & accredited trainers

Accredited training material

Training & examination in 5 days

31 CPDs

Excellent first attempt pass ratio

One free exam retake *(if required)*

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

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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**

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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.

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About Business Beam

Business Beam is a top of the line Management consultancy, training and outsourcing firm that helps organizations solve problems in strategy, governance, operations, quality, services, projects, information security, business continuity, human resources, risks and internal audit.

Established in 2004 with a vision to drive organizations towards corporate excellence, Business Beam has served hundreds of organizations of various sizes, different domains and geographical regions. Business Beam partners with customers to convert them into high-performance businesses and governments. We feel honored to help them grow!

Our training program has successfully reached to more than 7,000 professionals and executives, from 25+ different nationalities, and representing 1000+ organizations.

Business Beam is AXELOS certified partner and Accredited Training Organization (ATO) for COBIT, ITIL, PRINCE2, P3O and DevOps. We are also itSMF member, PECB partner, ISACA official licensee and CMMI Institute partner.

Contact Us

To find out more about how Business Beam can help you meet your growth objectives, visit
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