



ISO/IEC 20000:2011- IT Service Management Systems

Certified ISO/IEC 20000 Lead Auditor Course
Course Outline

PECB

This course is PECB- certified.

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Program Overview

This five-day intensive course enables participants to develop the necessary expertise to audit an IT Service management system (ITSMS) based on ISO 20000 and to manage a team of auditors by applying widely recognized audit principles, procedures and techniques. During this training, the participant will acquire the necessary knowledge and skills to proficiently plan and perform internal and external audits in compliance with ISO 19011; the certification process according to ISO 17021. Based on practical exercises, the participant will develop the skills (mastering audit techniques) and competencies (managing audit teams and audit program, communicating with customers, conflict resolution, etc.) necessary to efficiently conduct an audit.

Duration

5- Day Program

Learning Objectives

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

- Acquire the expertise to perform an ISO 20000 internal audit following ISO 19011 guidelines
- Acquire the expertise to perform an ISO 20000 certification audit following ISO 19011 guidelines and ISO 17021 specifications
- Acquire the necessary expertise to manage an ITSMS audit team
- Understand the operation of an ISO 20000 conformant IT Service Management System
- Know the interrelationships between ISO/IEC 20000-1:2011, ISO/IEC 20000-2:2011 and ITIL
- Understand the relationship between the IT Service management system, including the management processes and compliance with the requirements of different stakeholders of the organization
- Improve the ability to analyze the internal and external environment of an organization, risk assessment and audit decision-making in the context of an ITSMS

Target Audience

- Internal auditors
- Auditors wanting to perform and lead IT Service Management System (ITSMS) certification audits
- Project managers or consultants wanting to master the IT Service Management System audit process
- Persons responsible for the IT Service conformity in an organization
- Members of an IT Service team
- Expert advisors in IT
- Technical Experts wanting to prepare for an IT service audit function



Program Structure and Outline

This course is a combination of instructor-led lectures and group activities.

- Day 1: Introduction to IT Service Management system (ITSMS) concepts as required by ISO 20000
 - Normative, regulatory and legal framework related to IT Service
 - Fundamental principles of IT Service
 - ISO 20000 certification process
 - IT Service Management System (ITSMS)
 - Detailed presentation of the clauses 4 to 10 of ISO 20000-1
- Day 2: Planning and Initiating an ISO 20000 audit
 - Fundamental audit concepts and principles
 - Audit approach based on evidence and on risk
 - Preparation of an ISO 20000 certification audit
 - ITSMS documentation audit
 - Conducting an opening meeting
- Day 3: Conducting an ISO 20000 audit
 - Communication during the audit
 - Audit procedures: observation, document review, interview, sampling techniques, technical verification, corroboration and evaluation
 - Audit test plans
 - Formulation of audit findings
 - Documenting nonconformities
- Day 4: Concluding and ensuring the follow-up of an ISO 20000 audit
 - Audit documentation
 - Quality review
 - Conducting a closing meeting and conclusion of an ISO 20000 audit
 - Evaluation of a corrective action plan
 - ISO 20000 Surveillance audit
 - ISO 20000 Internal audit management program
- Day 5: Certification Exam



Why Choose SAS Management Inc.

We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

SAS Management, Inc. is affiliated and endorsed by the following organizations:

Key Affiliations/Accreditation	Key Partner Programs	Key Partners
 	 	    
		   

