
ISO20000 for Auditors

Duration: 2 Days **Course Code: ISA**

Overview:

This course aims to aid practicing IT auditors who wish to conduct either internal ISO20000 audits or external certification audits for accredited Registered Certification Bodies (RCBs).

This training provides delegates with an understanding of ISO/IEC 20000, the International Standard for IT Service Management (also known as ISO20000), and the associated *itSMF* Certification process.

Target Audience:

The course is aimed at experienced internal or external auditors (working for an RCB) who have at least 3 years general IT auditing experience.

Objectives:

- To prepare practicing IT auditors who wish to conduct either internal ISO20000 audits or external certification audits for accredited Registered Certification Bodies (RCBs)
 - To provide an understanding of the ISO20000 Standard and associated *itSMF* Certification process
 - To prepare delegates for the *itSMF* ISO20000 Auditor Certificate
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Prerequisites:

Attendees with an ITIL Service Management qualification will be at an advantage, although this is not a pre-requisite.

Delegates must have at least 3 years general IT auditing experience and must be either:

- A certified ISO9000, BS7799 or TickIT auditor
or
- A certified internal auditor. Attendees with an ITIL Service

Testing and Certification

The qualification is based on a closed book 1-hour multiple-choice examination. Typically, the examination is taken at the end of the course. Successful delegates will be awarded the *itSMF* ISO20000 Auditor Certificate. Exam to be charged separately

Follow-on-Courses:

- ILFN ITIL Foundation
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Content:

Overview of the ISO20000 Service Management standard

- Introduction and background
- The certification scheme
- Use and application of the standard (Part 1 and Part 2)
- Assessments and audits
- Role of toolsets
- Eligibility and scoping

The standard is studied for Part 1 in detail and Part 2 in overview covering all sections as listed below-

Coordination and Integration processes:

- Requirements for a Management System
- Planning and Implementing Service Management
- Planning and Implementing New and Changed Services

Service Delivery processes:

- Service Level Management
- Service Reporting
- Budgeting and Accounting for IT Services
- Capacity Management
- Service Continuity and Availability Management
- Information Security Management

Resolution, Control and Release processes:

- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management

Relationship processes:

- Business Relationship Management
- Supplier Management
- Candidate assessment
- Assignments
- Mock Exams
- Certification Examination

Pre-course Reading and Preparation

Your chances for success in the exam for this course can be considerably enhanced if you are better prepared before attending. This course is not like the ITIL Courses in that it is very specific on the exact words of the standard.

The Standard (Parts 1 and 2) consists of more than 50 pages, which the student is expected to be conversant with by the time of the exam on day 2. It is not possible, in the time allocated for this course, for the lecturer to cover all of the words in the standard.

As a preparation for attending this course, we strongly recommend that you:

- Read the Pocket Guide - Spend at least 2 days prior to your course reading and digesting the information in this book.
- Read Part 1 and Part 2 of ISO/IEC 20000 - Spend at least 3 days prior to your course reading and digesting the standard.

You can obtain a copy of both parts of the standard on paper or downloadable format from BSI. Links are:

- Part 1: <http://www.bsi-global.com/en/Shop/Publication-Detail/?pid=00000000030126227>
- Part 2: <http://www.bsi-global.com/en/Shop/Publication-Detail/?pid=00000000030126230>

If you cannot get access to a copy of the Standard, then reading the Pocket Guide will provide a good basis of information, however, the Pocket Guide is not a substitute for the Standard.

This training does not cover audit techniques or issues surrounding preparing an organisation for an audit.

Internal auditors involved in preparing an organisation for ISO20000 certification may find the 3-day ISO20000 for Consultants course useful.

Additional Information:

This course is delivered in partnership with Fox IT - The Authority in IT Service Management™

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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