
ISO20000 for Auditors

Duration: 5 Days **Course Code: ISA**

Overview:

The ISO/IEC 20000 Auditor course is a 5-day classroom training relevant for professionals who play a role as a 3rd party auditor in an ISO/IEC 20000 assessment. This course is designed for professionals and certified auditors who require an orientation into ITSM in general and ISO/IEC 20000 in particular. Internal auditors working in an organization which is implementing or already has ISO/IEC 20000 certification will also find this course useful to improve not only their understanding of the subject but also the application of ISO/IEC 20000 within their organization.

Target Audience:

This qualification is aimed at existing third-party or internal auditors who wish to understand the specific requirements of auditing IT service management systems for conformity with the ISO/IEC 20000 standard.

Objectives:

- The candidate should understand the principles of ITSM and the contents of ISO/IEC 20000. Specifically, the candidate should understand:
 - Application and relevance of parts of the ISO/IEC 20000 series
 - What is required in pre-audits, formal certification and surveillance audits
 - The structure, requirements, objectives and application of ISO/IEC 20000-1:2011 (service management system requirements)
 - The regulations of the APMG certification scheme.
 - Eligibility, applicability and scoping principles and how to apply them to a typical ITSM service provider.
-

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
-

Content:

- | | | |
|--|---|---|
| <ul style="list-style-type: none">■ Background to the ISO/IEC 20000 standard■ Certification schemes and the APMG certification scheme■ Principles of IT service management | <ul style="list-style-type: none">■ ISO/IEC 20000-1:2011 (Part 1), its usage and relevance within the certification process■ The SMS, the processes and mandatory requirements within Part 1■ Documentation required to achieve certification and to demonstrate conformity | <ul style="list-style-type: none">■ The usage of ISO/IEC 20000-2 (Part 2) in support of Part 1 and the certification process■ Applicability, eligibility and scoping based on ISO/IEC 20000-3 (Part 3) |
|--|---|---|
-

Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

training@globalknowledge.com.sa

www.globalknowledge.com/en-sa/

Global Knowledge - KSA, 393 Al-Uroubah Road, Al Worood, Riyadh 3140, Saudi Arabia