



# ISO/IEC 20000 Lead Auditor

## TRAINING DATASHEET

An instructor-led classroom training enables you to develop the necessary expertise to perform a Service Management System (SMS) audit by applying widely recognized audit principles, procedures and techniques.

## COURSE SYNOPSIS

ISO/IEC 20000 is an international standard for IT Service Management. It provides a model to establish, implement, maintain and continually improve a Service Management System (SMS). The standard forms the basis for the governance and management of IT services in support of business objectives .

During this 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.

After acquiring the necessary expertise to perform this audit, you can sit for the exam and apply for a "PECB Certified ISO/IEC 20000 Lead Auditor" credential. By holding a PECB Lead Auditor Certificate, you will demonstrate that you have the capabilities and competencies to audit organizations based on best practices.

## COURSE DURATION

5 Days Instructor Led Classroom Training

## OUTLINE

- ▲ 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

## CERTIFICATION

Delegates who successfully completed the course and pass the exam may apply for a "PECB Certified ISO/IEC 20000 Lead Auditor" credential.

## WHO SHOULD ATTEND

This qualification is aimed at those who are:

- ▲ 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

## PRE-REQUISITES

A fundamental understanding of ISO/IEC 20000-1 and comprehensive knowledge of audit principles.

## PRE-COURSE READING

There are no pre-course reading materials needed for this course.

## EXAMINATION FORMAT

- ▲ 12 essay-type questions per paper
- ▲ 75 marks in total per examination with passing percentage of 70%
- ▲ 3 hrs duration
- ▲ Open-book

## CONTACT US

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