

ISO20000-1:2018

APMG ISO/IEC 20000 Auditor Training

TRAINING DATASHEET

Understand the requirements of the ISO20000-1:2018 standard and learn how to conduct a comprehensive audit of the IT Service Management System (ITSMS) based on the requirements of the standard.

COURSE SYNOPSIS

ISO/IEC 20000 is the international standard for IT service management (ITSM). It defines the requirements for and provides details of the IT service management system (SMS) needed to deliver managed services of an acceptable quality, together with guidance on how to demonstrate conformity with the standard.

This 2 day course is primarily aimed at practising IT third-party auditors of any level who require an orientation in ITSM in general and in ISO/IEC 20000 SMS 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 organisation...

The training is delivered in a way that includes sufficient generic ITSM content to allow ISO/IEC 20000 to be understood in the context of how the standard operates in a typical IT service provider organization.

COURSE OBJECTIVES

Candidates who pass the Auditor examination will have shown that they understand the principles of IT Service Management and the requirements of ISO/IEC 20000-1:2018 (Part 1).

Delegates attending the course are required to have a minimum of three years' experience conducting audits in an IT environment. This may be as a third party auditor or as an internal auditor for an organization

WHO SHOULD ATTEND

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.

It is equally relevant for those working within service providers which are already certified to ISO/IEC 20000, involved in the auditing of the organization for ISO/IEC20000 processes or for those considering its implementation.

CERTIFICATION

Delegates who successfully complete the course and pass the exam will be recognized as Certified ISO/IEC 20000 Auditor under the APMG certification scheme.

PREREQUISITES

There are not training prerequisites for Candidates to attend this course

PRE COURSE READING

There are no pre-course reading materials needed for this course although candidates are encouraged to have the ISO/IEC20000 standards available and also be familiar with the standards

COURSE OUTLINE

- The structure, requirements, objectives and application of ISO/IEC 20000-1:2018 (service management system requirements).
- ITSM principles.
- Eligibility, applicability and scoping principles and how to apply them to a typical ITSM service provider..
- Application and relevance of Parts 2 and 3 of the standard
- What is required in pre-audits, formal certification and surveillance audits using the regulations of the APMG certification scheme.

EXAMINATION FORMAT

- Multiple choice format
- 60 minutes duration
- 40 questions per paper
- 26 marks required (out of 40 available) to pass
- Closed Book.

CONTACT US

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