

ISO 20000 Lead Auditor Training Course (Information Technology Services Management Systems)



TÜV NORD is a well-established and reliable partner for inspection and certification services throughout the world. With more than 1,200 experienced experts, our pool of auditors guarantees the highest level of competence in the certification of management systems, products and personnel.

Learning objectives:

The aim of this course is to provide students with the knowledge and skills required to perform first, second and third-party audits of IT service management systems against ISO 20000, in accordance with ISO 19011 and ISO/IEC 17021, as applicable. In detail, the training course will provide students with the basis to become a competent Lead Auditor, including via the following:

- purpose of an IT service management system (ITSMS)
- Plan, conduct, report and follow up an audit of an IT service management system to establish conformance with ISO 20000 and in accordance with ISO 19011
- benefits of an IT service management system
- benefits of a third-party accredited certification
- concepts and terminology defined in the standard
- writing nonconformity reports
- explain the purpose and differences between first-, second- and third-party audits.

Successful completion of the course (including examination) will result in the issue of a certificate which may be used

to support an application to become registered as an IRCA auditor. Being certified as an IRCA auditor is a clear statement that you are a recognized, qualified and capable auditing professional.

Recommended prior knowledge:

The students are expected to know the requirements of ISO 20000 and have the knowledge of the following IT service management principles and concepts:

- The relationship between organizational objectives and the delivery of supporting IT systems and services.
- Concepts of organizational governance through financial management and risk management.
- Chief interests, priorities and experiences of end users, customers and other stakeholders.
- Principles of IT service provision.
- The influence of organizational processes on IT system demands and the impact of changing processes.
- Typical technologies underpinning business information systems.

Group of participants:

All those who require detailed knowledge of ITSMS auditing processes are welcome. Management system consultants, management involved in ISO 20000 implementation and maintenance, personnel working with regulatory authorities, personnel carrying out 1st, 2nd and 3rd party audits and all those who require a detailed knowledge of the ITSMS audit process. The number of participants is limited to max. 20 people.

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|---------------------------|--|
| Duration: | five days with concluding examination |
| Location/date: | business hotels, training centers or customers' premises if required |
| Course instructor: | professional lecturers from TÜV NORD or appointed partner organization |

Conditions of participation and payment

Registration must be in writing (e.g. also by fax and email) before the start of the seminar. Applications are recorded in an address file, processed in the order in which they are received, and then confirmed if accepted. Registration is binding for the participant.

It is only possible for the participant to cancel the registration cost-free up to three weeks before the start of the seminar. Cancellation must be in writing. If cancellation is received later or the participant fails to attend or breaks off the seminar prior to completion, we will charge the full amount for the seminar. The relevant date is the date when the cancellation is received at our office. It is possible to name a substitute at any time. Payment of the seminar fee confers entitlement to receive the seminar documents.

The participation fees are net prices. If not stated to the contrary, the current statutory rate of VAT must be added. The participation fee falls due upon receipt of invoice, without any deduction. Please only transfer the stated invoice amount following receipt of invoice, stating the invoice number.

TÜV NORD retains the right to cancel a seminar based on an insufficient number of participants or if reasons for cancellation exist for which TÜV NORD is not responsible (e.g. illness of the trainer, Act of God). The participants are informed immediately in such cases. Any seminar fees that have already been paid are reimbursed; further claims are expressly excluded!

Final provisions

If one or more of the above provisions should be or become invalid, the validity of the remaining conditions shall not be affected. Provision(s) which approach as closely as possible the business or economic objective of the contract and which take due account of the interests of both parties shall replace the ineffective provision(s).

The data required for registration is only transferred to third parties after the current valid data protection regulations have been taken into consideration.

Please use one of the following options for your application:

www.tuv-nord.com/irca

or email:

or phone:

Application

I wish to participate in your training course:
ITSMS Lead Auditor

Sender (Please print name)

.....
Company name

.....
First name/Last name

.....
Position

.....
Street

.....
Postcode/Place

.....
Phone

.....
Fax

Attendance fee:

The fee includes handouts and catering as well as the examination fee. A certificate will be awarded for successful completion of the examination. You will receive detailed information regarding the venue with confirmation of course registration.

I confirm suitable qualification respectively prior knowledge of ISO 20000.

With my signature I accept the aforementioned conditions of participation.

.....
Place/Date

.....
Firm stamp/Signature