IS 006 - ISO/IEC 20000-1 Internal Auditor Training

Objective:

The aim of this course is to bring the participants to the internal auditor level. The course provides skills, Knowledge and understanding of principles and practices of internal auditing in IT service.

On successful completion of the course, the participants should be capable of conducting successful audits of their own in order to identify deficiencies and appraise the effectiveness of the system.

Content:

- Introduction to the IT service.
- Introduction to basic concepts and terminologies associated with ISO/IEC 20000-1.
- Philosophy and fundamental principles of ISO/IEC 20000-1.
- Detailed review of the requirements of ISO/IEC 20000-1.
- Introduction to the benefits that will be achieved by the implementation.
- Effective methods for the implementation of ISO ISO/IEC 20000-1.
- Planning of internal auditing.
- Preparing for internal auditing.
- Reporting internal auditing.
- Performing internal auditing.
- Close out internal auditing.

Who Should Attend:

- All levels of management who are involved in implementing ISO/IEC 20000-1 internal auditing.
- All those who are interested personally to learn about this internationally recognized ISO/IEC 20000-1 internal auditing.

Structure:

- Tutorials
- Discussions
- Workshops
- Quiz
- Examination

Venue:

TÜV Middle East courses are held at hotels and various training centers. However, they can be held at customers' premises, if required.

Certificate:

TÜV Middle East certificate will be issued to all attendees.

Duration:

2 days.

Contacts:

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