

IS 009- ISO 20000 Lead Auditor Training

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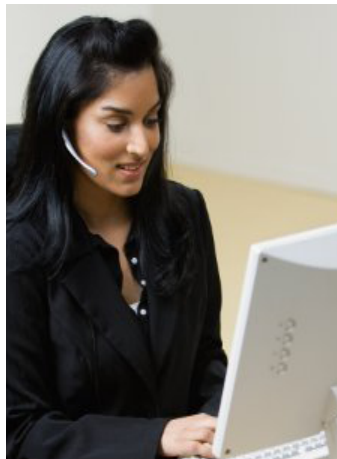


Objective:

The aim of this course is to facilitate learning for the participants for IRCA Registered Lead Auditor Level. The course provides knowledge, skills and understanding of principles and practices to perform 1st, 2nd, & 3rd party audits of Information Technology Service Management Systems (ITSMS). On successful completion of this course, the delegates will be capable of planning, performing & reporting audits of Environmental Management Systems, in line with ISO 20000-1, ISO 19011 and ISO/IEC 17021.

Prior Knowledge For Delegates:

- A foundation course in ISO 20000; internal audit course or basic knowledge of ISO 20000 and ITIL is recommended.



Learning Objectives:

- Purpose of an IT Service Management System
- Benefit of improved performance by understanding the internal & external environment of an Organisation and the associated risks
- Fundamental concepts and terminology of ISO/IEC 20000-1
- Comprehending the operation of an ISO 20000-1 conformant IT SM System
- To understand the interrelationships between ISO/IEC 20000-1 & ISO/IEC 20000-2; ISO/IEC 20000-3; ITIL.
- Role of an auditor, in line with ISO 19011 & ISO/IEC 17021 for planning, preparing, performing, generating audit findings reporting & follow-up of Environmental Management System Audits.

Who Should Attend:

- IT SMS Implementers & Internal auditors of an Organisation Management System consultants.
- IT SMS Project managers, team members or consultants.
- Auditors aspiring for a career in ITSMS certification audits

Structure & Training Method:

Classroom based, 5 days full time training with 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:

IRCA Certificate will be issued to all attendees.

Duration:

5 days.

Contacts:

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