

ISO 20000-1:2011 Internal Auditor Course



The course is highly interactive and include series of lectures with individual/syndicate exercises for better learning & experience sharing. This course is with objectives to refresh/review the structure & requirements of ISO 20000-1:2011, to enable delegates understand Key concepts in IT Service Management System (ITSMS) auditing, to impart/enhance auditing skills and to enable the delegates to plan, conduct & manage ISMS internal audits in accordance with the principles & guidance of ISO 19011.

Who should attend?

- IT Service Managers/Team Leads/Team members
- Personnel implementing ITSMS based on requirements of ISO 20000-1 in their organization
- Management representatives and/or departmental/functional IT service coordinators

Registered & Head Office-

801, Raheja Plaza I, LBS Marg, Ghatkopar (W),
Mumbai 400 086
Email: trainingindia@tuv-nord.com Tel: +91-22-66477000

Contact:

Pune: training.pune@tuv-nord.com
Baroda: training.baroda@tuv-nord.com
Mumbai: training.mumbai@tuv-nord.com
Kolkata: training.kolkata@tuv-nord.com
Delhi: training.delhi@tuv-nord.com

Bengaluru: training.bengaluru@tuv-nord.com
Coimbatore: training.coimbatore@tuv-nord.com
Chennai: training.chennai@tuv-nord.com
Hyderabad: training.hyderabad@tuv-nord.com

Website: www.tuv-nord.com/in Toll Free: 1800-209-0902

TÜV®

- Consultants of IT Service Management System
- Individuals willing attend higher level courses such as ISO 20000-1 Lead Auditor Course

Course Contents

- Introduction to ISO 20000-1, History
- Overview of ISO 20000-1:2011 requirements,
- ITSM Policy & its application,
- ITSM documentation structure
- Incident management and problem management
- Introduction to auditing : definition, types of audits,
- Internal audit planning & preparation,
- Conducting internal audit & reporting non-conformities,
- Corrective action & audit follow-up activities,
- Auditor attributes, competence & evaluation
- Individual / Syndicate exercises,
- Course summary,
- Written examination.

Certificate

Certificate of successful completion shall be issued to all the delegates who attend entire duration of the course & pass the written examination.

Duration

2 Days