CQI / IRCA Approved Online Lead Auditor Training Program on ISO 20000-1:2018 Information Technology Service Management

Course Features:

It essentially covers the overview of basic requirements of ISO 20000-1:2018 with a specific focus on complying with the requirements of the standard. It also provides a guideline for the people in the organization as to how ITSMS is required to be developed & implemented.

Course Objectives:

To understand the overview of ISO 20001-1:2018. To enable delegates understand Key concepts in Information Technology Service Management System auditing. To impart/enhance practical auditing skills to become certified Lead Auditor. To enable the delegates to plan, conduct & manage ITSM audits effectively in accordance with the principles & guidelines of ISO 19011 and ISO/IEC 17021. To enhance the technical and behavioral competency in conducting effective ITSM audits as Lead Auditor.

Who should attend?

- ♣ Those wishing to implement a formal Information Technology Service Management System (SMS) in accordance with ISO/IEC 20000-1:2018.
- ♣ Existing auditors who wish to expand their auditing skills.
- ♣ Consultants who wish to provide advice on ISO/IEC 20000-1:2018 systems certification.
- ♣ IT and Quality Professionals.

21st to 23rd 29th & 30th Jan 2022 (2 Weekend Batch)

Time: 9:00 AM to 6:00 PM

Course Contents:

- ♣ The purpose, content and framework of Annex SL Appendix 2
- ♣ The purpose of Information Technology Service
- ♣ The importance of Information Technology Service Management
- ♣ The content and framework of SMS
- ♣ SMS Relevant standards, ISO/IEC 20000-1:2018, ISO/IEC 20000-2, ISO/IEC 17021-1:2015, and ISO 19011:2018
- ♣ Auditing to ISO/IEC 20000-1
- ♣ Auditing techniques and skills
- ♣ Managing and leading an audit team
- ♣ Writing the audit report
- ♣ Comprehensive course materials
- ♣ Formal written test - ISO 20000-1:2018 Lead Auditor Qualifications.

Prerequisite/Prior knowledge:

The core elements of a management system and the interrelationship between context of the organization, management commitment, policy, planning, operation, performance evaluation and continual improvement. Principles and concepts of service management, the requirements of ISO/IEC 20000-1, the relationship between organisational objectives and the delivery of services, concepts of organisational governance through financial management and risk management, typical issues and interested parties relevant to an SMS and services, and their typical requirements, the influence of organisational processes on service demands and the impact of changing those processes, variety of technologies used to deliver services

Issue of Certificate:

Certificate of successful completion shall be issued to all the delegates/participants who attend entire duration of the course, in all the sessions and qualify in written examination.

Written examination must be taken up within 180 days (from the start of the course), at any of the nearest TUV India Offices, with a prior confirmation of at least two weeks in advance.

TÜV NORD CERT GmbH as an Approved Training Partner (ID 01180156) is a supplier of Lead Auditor training courses certified by CQI and IRCA – The Chartered Quality Institute and the International Register of Certificated Auditors

Registration Fee:

INR 24,000 + 18% Taxes Per Participant

Duration:

8 Hours including break of 1 Hour for all five days

LEAD AUDITOR TRAINING

To Register and Pay : [Click Here](#)

To know about all our Online Training Programs scan adjacent QR Code

Registered & Head Office-

801, Raheja Plaza I, LBS Marg, Ghatkopar (W), Mumbai 400 086
Email: trainingindia@tuv-nord.com Tel: +91-22-66477000
Website: www.tuv-nord.com/in
Toll Free: 1800-209-0902

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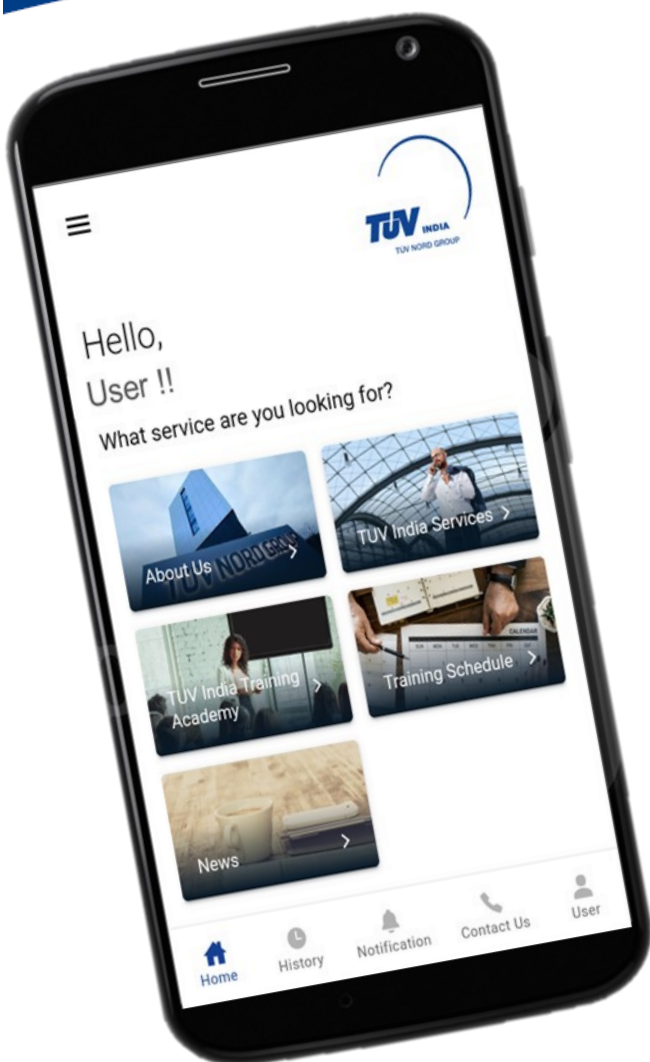
Our user friendly mobile application is developed to provide constant connect with our customers and participants along with hands-on information about the latest offerings of TUV India Training Academy. **The app is also apprising the users on diverse service portfolio of TUV India along with latest developments related to our company.**

Some of the highlights of our app are:

- **Available on Android- Google Play Store & iOS Apple Store**
- **Provides overview about TUV India (TUV NORD GROUP), our services and latest developments**
- **Details about TUV India Training Academy offerings**
- **Training Schedules – both Class Room and Online Trainings**
∗ For each training, the app provides Course Features, Who should attend, Course Contents, Pre-requisites etc
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∗ Individual User Profile

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For Any Queries :
Write to : trainingindia@tuv-nord.com
Call : 1800-209-0902

Registered & Head Office :
801, Raheja Plaza I, LBS Marg, Ghatkopar (W), Mumbai - 400086
Tel: +91-22-66477000 / 25007000 / 05 I Email : infoindia@tuv-nord.com