

# CQI / IRCA Approved Lead Auditor Training Course on ISO/IEC 20000-1:2018 Information Technology - Service Management System



## Course Features:

This is CQI/IRCA approved course on SMS – ISO/IEC 20000-1:2018 Lead Auditor Training (IRCA Course No. 2311). This course is designed in accordance with ISO 19011, ISO 20000-6 and ISO/IEC 17021. The course includes understanding the elements of ISO/IEC 20000-1:2018 Service Management System (SMS) coupled with a practical approach to plan, effectively conduct and report first party, second party and third party audits of SMS which helps organizations to achieve their SMS objectives and improve overall SMS performance. The course focuses on imparting knowledge and developing skills in conducting audits of SMS effectively and independently as a team leader.

## Course Objectives:

- To understand the overview of ISO/IEC 20000- 1:2018 Information Security Service Management System
- To enable delegates understand key concepts in Information Security Management System auditing
- To impart/enhance practical auditing skills to become certificated Lead Auditor
- To enable the delegates to plan, conduct & manage SMS audits effectively in accordance with the principles & guidelines of ISO 19011, ISO 20000-6 and ISO/ IEC 17021
- To enhance the technical and behavioral competency in conducting effective SMS audits as Lead Auditor

## Who should attend ?

- Individuals wishing to become certificated auditors/ lead auditors wishing to make career in SMS auditing
- Information security managers / leaders
- SMS management representatives
- Individuals responsible for managing the audit programs in their organization
- Departmental / functional information security coordinators
- Existing internal auditors of SMS
- IT–Service Management System Consultants

## Course Contents:

- CQI/IRCA Registration Scheme and benefits of becoming SMS Lead Auditor
- Relevant standards, ISO/IEC 20000- 1:2018, ISO/IEC 20000-2:2019, ISO 20000-6, ISO/IEC–17021-1:2015, ISO 19011:2018
- The importance of Service Management System
- The importance of Information Technology Service Management
- The content and framework of SMS
- Introduction to auditing SMS
- ISO/IEC 20000-1:2018 auditing techniques
- Managing and leading a ISO/IEC 20000-1:2018 audit team
- Interview techniques
- Recording and reporting nonconformities
- Audit reporting



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- Corrective Action and Audit Close out process
- Continuous Assessment exercises and feedback
- Syndicate and role play exercises and feedback
- Examination

### 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 examination.

### Duration:

5 days

### About Us:

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### TUV India Private Limited Branches

**Mumbai:** training.mumbai@tuv-nord.com

**Delhi:** training.delhi@tuv-nord.com

**Vadodara:** training.baroda@tuv-nord.com

**Pune:** training.pune@tuv-nord.com

**Chennai:** training.chennai@tuv-nord.com

**Hyderabad:** training.hyderabad@tuv-nord.com

**Bengaluru:** training.bengaluru@tuv-nord.com

**Coimbatore:** training.coimbatore@tuv-nord.com

**Kolkata:** training.kolkata@tuv-nord.com

### Registered & Head Office

801, Raheja Plaza-I, LBS Marg, Ghatkopar (W), Mumbai - 400086

T +91 22 664 77000, T 1800 209 0902

E trainingindia@tuv-nord.com, E infoindia@tuv-nord.com

W www.tuv-nord.com/in

