

ISO 20000-1:2018 Internal Audit Training

Course Features

It essentially covers the requirements of ISO 20000 -1 : 2018 & its interpretation & hence helps in providing a framework for people in the organization to be effective internal auditors.

Course Objectives

The essential objective of this course is to train Internal auditors within the organization regarding various basic requirements of the standard & impart working knowledge on how these requirements can be interpreted to suit the organization's processes, products, people & customers.

Who should attend ?

- ♣ Persons who wish to develop capability to provide Information Technology Service management system internal audit service on ISO 20000-1 in their organization
- ♣ Persons who will be required to have the adequate knowledge essential to motivate the team auditing the management system,
- ♣ Persons who are planning to attend higher level training courses like ITSM lead auditor/documentation & implementation/ lead auditor course

Issue of Certificate

Certificate of successful completion shall be issued to all the delegates who attend entire duration of the course and pass the exam.

Course Contents

- ♣ Introduction to ISO 20000-1,
- ♣ Family of ISO 20000 series of standards,
- ♣ Basic requirements of ISO 20000-1:2018
- ♣ Clause-wise interpretation of ISO 20000-1:2018 and audit issues for each clause
- ♣ Auditing customer projects
- ♣ Documentation requirements of ISO 20000-1:2018 (Mandatory documentation requirements and commonly used non-mandatory documentation)
- ♣ Quiz
- ♣ Course summary
- ♣ Written Examination
- ♣ End of course.



ISO 20000-1 : 2018

Duration

2 Days

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