TUV India Training Academy

ISO 20000-1:2018 Lead Auditor Course (CQI/IRCA Approved)

TÜV INDIA
TÜV NORD GROUP

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.

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 organizational objectives and the delivery of services, concepts of organizational 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 organizational 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 who attend entire duration of the course and pass the exam.

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

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.

Duration

5 Days

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