ISO 20000
Internal Auditor

ISO 20000-1 is the standard for IT Service Management. It provides an assessment framework and specification for the adoption of an integrated approach to effectively deliver managed IT services to meet the business and customer requirements. This intensive course provides students with the necessary understanding of ISO 20000-1 and the steps required to conduct internal audits of an IT Service Management system.

Who should attend?

This course has been designed for ITSMS Consultants/ Auditors, Existing auditors in other schemes, Consultants, IT Service Professionals and Practitioners, ITSMS Process Owners, Internal and external auditors responsible for auditing IT service management practices, Auditors wanting to perform and lead Information Technology Service Management System (ITSMS) certification audits, Expert advisors in information technology, Technical experts wanting to prepare for an Information Technology Service audit function, ITSM Quality professionals.

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Benefits

An appreciation of the importance of controlling Information Technology Services in all types of business.
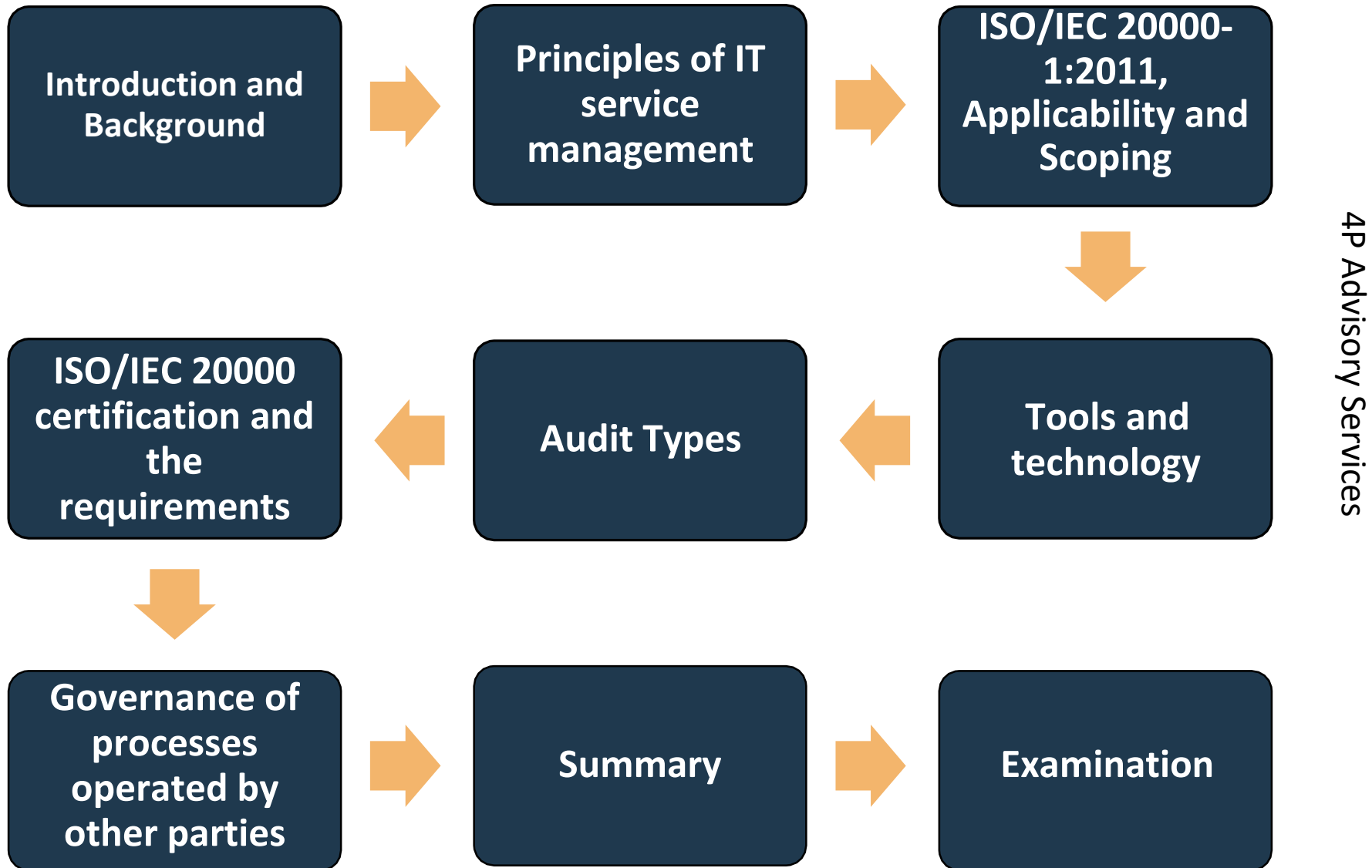
Knowledge of Information Technology Service Management, including a basic understanding of the IT Infrastructure Library (ITIL) and the requirements of the ISO20000-1:2011 specification

Knowledge of Information Technology concepts.

An appreciation of documented management systems . An appreciation of risk assessment for Information Technology. An understanding of the principal requirements for auditing Quality Management systems.

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Course Outline

Introduction and Background	→	Principles of IT service management	→	ISO/IEC 20000-1:2011, Applicability and Scoping

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ISO/IEC 20000 certification and the requirements	←	Audit Types	←	Tools and technology

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Governance of processes operated by other parties	→	Summary	→	Examination

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Prerequisites for the EXAM

- It is recommended, but not essential, that delegates attending this course have prior knowledge of Information Technology and Information Technology Service Management

Exam Details

- TBD

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