

CERTIFIED ISO/IEC 20000 LEAD AUDITOR TRAINING AND CERTIFICATION

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WHAT IS LEAD AUDITOR?

- ISO/IEC 20000 is recognized as the first international standard for IT service management, which states the requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain, and improve an SMS.
- The standard includes two main parts which enable IT service providers to identify methods to develop the quality of the services they deliver to their clients, both internally and externally

BENEFIT OF LEAD AUDITOR

- Improved credibility
- Increased client satisfaction
- Increased comprehension of business objectives
- Improved brand reputation
- Development of new capabilities
- Reducing response time
- Leveraged ITIL experience
- Increased ability to plan and control
- Decreased incidents
- Creates a culture of continuous improvement
- Gain competitive advantage



WHO SHOULD ATTEND?

- Internal auditors and expert advisors in Service Management
- Auditors wanting to perform and lead Service Management System (SMS) certification audits
- Project managers or consultants wanting to master the SMS audit process
- Individuals responsible for the information technology service conformity in an organization
- Technical experts wanting to prepare for an SMS audit function

LEARNING OBJECTIVES

- To acquire the expertise of performing an ISO 20000 internal audit, following the ISO 19011 guidelines
- To acquire the expertise of performing an ISO 20000 certification audit, following the ISO 19011 guidelines and ISO 17021 specifications
- To acquire the necessary expertise of performing an SMS audit team
- To understand the operation of an ISO 20000 conformant service management system
- To know the interrelationships between ISO/IEC 20000-1, ISO/IEC 20000-2 and ITIL



COURSE CONTENTS

Introduction to Service Management System (SMS) concepts as required by ISO 20000

- Fundamental principles of service management
- ISO 20000 certification process
- Service Management System (SMS)
- Detailed presentation of the clauses of ISO 20000-1

Planning and initiating an ISO 20000 audit

- Fundamental audit concepts and principles
- Audit the approach based on evidence and risk
- Preparation of an ISO 20000 certification audit
- SMS documentation audit
- Conducting an opening meeting

Conducting an ISO 20000 audit

- Communication during the audit
- Audit procedures: observation, document review, interview, sampling techniques, technical verifcation, corroboration and evaluation
- Formulation of audit findings and documenting nonconformities

Concluding and ensuring the follow-up of an ISO 20000 audit

- Audit documentation
- Conducting a closing meeting and conclusion of an ISO 20000 audit
- Evaluation of corrective action plans
- ISO 20000 surveillance and internal audit management program



CERTIFICATION

- After successfully completing the exam, you can apply for the credentials shown on the table below.
- You will receive a certificate once ou comply with all the requirements related to the selected credential.
- For more information about ISO/IEC 20000 certifications and the cetification pocess, please refer to the
- Certification Rules and policies.

Credential	Exam	Professional Experience	SMS Audit Experience	SMS Audit Experience	Other Requirements
ISO 20000 Provisional Auditor	ISO 20000 Lead Auditor Exam	None	None	None	Signing the code of ethics
ISO 20000 Auditor	ISO 20000 Lead Auditor Exam	**Two years** One year of SMS work experience	None	Audit activities totaling 200 hours	Signing the code of ethics
ISO 20000 Lead Auditor	ISO 20000 Lead Auditor Exam	**Five years** Two year of SMS work experience	None	Audit activities totaling 300 hours	Signing the code of ethics

GENERAL INFORMATION

- Certification fees are included on the exam price
- A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued
- In case of exam failure, you can retake the exam within 12 months for free

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