

## ***"ISO/IEC 20000 IT Service Management Systems Internal Auditor"***

**Course Description** By conducting effective internal audits, you can ensure that your organization's IT service management system continually improves and achieves its full potential. Based on ISO/IEC 20000-1:2011 and ISO 19011:2002, this two-day course will guide you through the IT service management internal audit process, from planning and performing the audit to reporting the findings and taking corrective action.

During the training, you will develop your auditing skill by taking part in practical exercises, role-playing activities and group workshops. You will also learn how to customize the internal audit framework to suit your organization, and that you can integrate ISO 2000-1:2011 audits with other management systems, such as ISO 9001:2008.

**Course Benefits** By attending this course, you will:

- Develop internal auditing expertise
- Be able to ensure that your organization's IT service management system (ITSMS) is compliant with ISO 20000-1
- Have the ability to prepare for third party audits
- Know how to integrate the auditing of ISO/IEC 20000 with other management systems, such as ISO 9001

**Learning Objectives** Upon completion of the training, you will be able to:

- Identify the principles of auditing and auditor responsibilities
- Plan an internal audit for an ISO 20000-1 IT service management system
- Conduct informal opening and closing meetings
- Conduct an audit based on good process identification, sampling and questioning
- Provide verbal and written feedback
- Construct and document concise nonconformities
- Report the audit effectively
- Follow up on corrective actions

**Intended Audience** Individuals interested in monitoring the effectiveness of their organization's ITSMS implementation and those who want to be ISO/IEC 20000-1 internal auditors.

**Course Duration** 2 Days

**Prerequisites** It is recommended that participants have some understanding of IT service management systems and/or auditing principles around another management system standard before attending this course

**Further Information** Participants who successfully complete the course will be issued a certificate by BSI

### **BSI Group (Thailand) Co., Ltd.**

## Agenda

### Day 1

Time	Topic
9:00	Introduction
	Delegate introductions
	Overview of course structure and learning objectives
	Summary of ISO/IEC 20000 Standards
	What is an audit?
	The Auditor
	Managing an Audit Programme
	prepare an annual audit plan
	Audit Activities
	Preparing for On-site Activities
	Preparing for the audit, documentation and checklists
16.30	Wrap up Day 1

### Day 2

Time	Topic
9:00	Welcome back and review of Day 1
	Conducting the Audit
	Audit Interview
	Audit Reporting
	Writing nonconformity reports
	Audit Summary
	Closing Meeting
	Corrective Action
17.00	Wrap up Day 2