

ISO 20000 IT Service Management Systems Lead Auditor Training course

Course Description This Lead Auditor Course provides you with the knowledge and skill to conduct and lead effective internal and external ITSMS audits that comply with the requirements of ISO/IEC 20000-1:2011 and which are carried out in accordance with the framework of ISO 19011:2002. The course explains the principles and practices of independent auditing for an ITSMS, and guides delegates through the entire audit process from managing an audit program to reporting on audit results.

During the course, you will gain the necessary auditing skill through a balance of classroom tutorials, practical role-playing, group workshops, and open forum discussions. In addition, the course will discuss integrating ISO/IEC 20000-1:2011 audits with those for other management systems, such as ISO 9001:2008.

- Course Benefits**
- Develop lead auditing expertise
 - Be able to determine whether your management system (and those of your suppliers) is effective
 - Have the confidence to manage internal or third party auditors
 - Be able to prepare for third party audits
 - Know how to integrate the auditing of ISO/IEC 20000 with other management systems, such as ISO 9001
 - Continually improve your IT service provision

- Learning Objectives** Upon completion of this training, delegates will be able to:
- Describe the purpose of an ITSMS and understand the key fundamentals and processes of an ITSMS
 - Understand and apply the requirements ISO/IEC 20000 in the context of an audit
 - Plan and conduct an ISO/IEC 20000 audit
 - Manage audit communication and interviews
 - Report and follow up on an ITSMS audit
 - Conduct opening, closing, and follow-up audit meetings
 - Integrate ITSMS audits with those for other management systems

- Intended Audience**
- Internal auditors
 - Management representatives
 - Compliance Managers
 - Those who want to become third party auditors for ISO/IEC 20000

Course Duration 5 Days

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

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

Agenda

Day 1

Time	Topic
9:00 Morning Break	Introduction
	Delegate introductions
	Overview of course structure and learning objectives
Lunch	Describe an Information Technology Service Management System (ITSMS)
	Describe the process approach and the elements of the PDCA cycle
Afternoon break	Explain the purpose, objectives and benefits of an ITSMS based on ISO 20000
	Explain the relationship between ISO 20000 and ITIL
	Explain the purpose and intent of the requirements in ISO/IEC 20000-1:2011
6:30	Wrap up of Day 1
	End of Day 1

Breaks will be taken at suitably convenient times in the morning and afternoon. An hour will be given for a lunch break. Additional breaks may be taken as long as agreed by delegates and tutor, and all learning objectives are met.

Day 2

Time	Topic
9:00	Welcome back and review of Day 1
	Outline typical audit activities
	Define audit terms
Morning Break	Identify different types of audits
	Overview of Process Auditing, BS EN ISO/IEC 17021 and BS EN ISO 19011
	Plan the Audit Program
Lunch	Manage an Audit Program
	Audit Activities
	Initiate a MS audit
Afternoon break	Attributes and competence required of MS auditors
	Documentation Review (Stage 1 audit)
	Audit Planning
	Prepare audit work documents
6:30	Wrap up Day 2
	End of Day 2

Breaks will be taken at suitably convenient times in the morning and afternoon. An hour will be given for a lunch break. Additional breaks may be taken as long as agreed by delegates and tutor, and all learning objectives are met.

Day 3

Time	Topic
9:00	Welcome and review of Day 2
Morning Break	Conduct an opening meeting
	Collect and verifying audit information
Lunch	Audit techniques
Afternoon break	Audit findings and nonconformities
	Practice interview and audit techniques
	End of day wrap up and questions
6:30	End of Day 3

Breaks will be taken at suitably convenient times in the morning and afternoon. An hour will be given for a lunch break. Additional breaks may be taken as long as agreed by delegates and tutor, and all learning objectives are met.

Day 4

Time	Topic
9:00	Welcome back and review of Day 3
Morning Break	Prepare audit conclusions
	Write an audit report
Lunch	Conduct a closing meeting
Afternoon break	Conduct audit follow up
	Complete the Sample Exam
	End of day wrap up and questions
6:30	End of Day 4

Breaks will be taken at suitably convenient times in the morning and afternoon. An hour will be given for a lunch break. Additional breaks may be taken as long as agreed by delegates and tutor, and all learning objectives are met.

Day 5

Time	Topic
9:00	Course review
	BSI certification scheme and final questions
	Introduction to the exam
	Exam
1:00	End of course

