

# SERVICE

## BSI Training Academy

### ISO/IEC 20000-1 **Lead auditor** training course

#### Essential information about the course

Level

1 2 3

ISO/IEC 20000-1, the international standard for a service management system (SMS), helps you respond to increasing service requirements and deliver value for customers. So it's no surprise you need the relevant skills to audit an ISO/IEC 20000-1 SMS to ensure you deliver consistent and reliable services.

Our BSI Certified ISO/IEC 20000-1 Lead Auditor course is an intensive five-day course, where you'll discover internationally recognized best practice auditing techniques so you can plan, lead, report on and follow up auditing activities in your organization.

Using innovative accelerated learning techniques, you'll be guided through the entire audit process from initiation to follow-up in accordance with ISO 19011. It will culminate on day five with a written exam and upon successful completion you'll be awarded an internationally recognized auditing qualification.

This course will not only benefit you when you return to your organization, but it could also be an opportunity to advance your career with a professional qualification.



Upon successful completion of the course, you will receive a BSI Training Academy course certificate

## Our full course agenda:

### Day 1

#### Knowledge

- First, second and third-party audits
- Typical audit activities
- Audit objectives, scopes and criteria
- Audit resources
- Roles, responsibilities and confidentiality
- Audit methods
- Stage 1 audit
- Stage 2 audit
- Audit plan
- Work documents
- Opening meeting
- Audit evidence
- Effective communication
- Audit findings
- Audit meetings
- Closing meeting
- Audit reports
- Audit follow-up

### Day 2

#### Knowledge continued...

- Purpose and benefits of a service management system
- Terminology
- ISO/IEC 20000-1 model and Plan-Do-Check-Act
- Service Management System (SMS) processes
- Identifying legal and other requirements
- Role of the service management system auditor
- Service management system documentation

#### Skills

- Initiating the audit
- Document review
- Audit plan
- Work documents
- Opening meeting
- Observations
- Interviewing 'Top Management'

### Day 3

#### Skills continued...

- Specimen exam: Sections 1 and 2 review
- Process audit preparation
- Auditing the SMS context of the organization and planning
- Auditing processes: Support of the SMS
- Auditing processes: Service design, build and transition
- Auditing processes: Relationship and agreement
- Auditing processes: Supply and demand
- Auditing processes: Resolution and fulfilment
- Auditing processes: Service assurance

### Day 4

#### Skills continued...

- Auditing processes: Service portfolio
- Audit trails
- Nonconformities
- Closing meeting
- Audit report
- Audit follow-up
- Specimen exam: Section 4

### Day 5

- Hand in homework – audit report
- Final questions and revision
- Evaluation
- Introduction to the exam
- Exam



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[bsigroup.com/th-th](http://bsigroup.com/th-th)

# ISO/IEC 20000-1 **Lead auditor**

## training course

We want to make sure you have the best learning experience possible. That's why we offer a full range of training courses to support the new standard. We create a positive learning environment so you retain the knowledge and acquire skills that will continue to be of use beyond the course.

**Make sure this is the right course for you.**

### **This is the course for you if:**

- You already have a thorough knowledge of ISO/IEC 20000-1 requirements and service management concepts, including related legal and regulatory requirements
- You need to lead an ISO/IEC 20000-1 audit
- You have knowledge of the high level structure and its core components

### **What is the course like?**

- Five days with some homework
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You will receive a detailed course pack to take away
- Delegates will take a two-hour exam on the final day

### **How will I benefit?**

- Gain confidence to lead and manage a team of auditors
- Be prepared for a successful third-party ISO/IEC 20000-1 assessment
- Build stakeholder confidence by leading audits according to internationally recognized best practice (ISO 19011)
- Develop professionally and gain a recognized qualification
- Network with likeminded peers

## Why invest in training from BSI?

When you attend a BSI training course, our tutors are the best in the business. They're truly passionate about sharing their knowledge and ensuring you learn. Trusted experts with years of hands-on and business experience, they bring the subject matter to life with relevant and contemporary examples that means you can focus on learning.

### **Training delivered at your site**



This could be a convenient and cost effective option, especially if you have multiple delegates.

**Talk to one of our experts to find out more.**

### **Next steps with the BSI Academy**



Want to learn more? Our integrated management systems training can help you integrate your SMS with other HLS standards, such as ISO 9001.

# bsi.

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