



## ISO / IEC 20000 FOR AUDITOR

Course: ISOAD; Duration: 2 Days; Instructor-led

### WHAT YOU WILL LEARN

The purpose of the ISO/IEC 20000 Auditor course is to provide sufficient understanding of ITSM generally and knowledge of the contents and requirements of the ISO/IEC 20000 standard to be able to perform audits against the standard

The course covers the second edition of the standard (ISO/IEC 20000-1:2011) which cancels and replaces the first edition (ISO/IEC 20000-1:2005)

Some of the main differences are as follows:

- Closer alignment to ISO 9001
- Closer alignment to ISO/IEC 27001
- Change of terminology to reflect international usage
- Clarification of the requirements for the Governance of processes operated by other parties
- Clarification of the requirements for defining the scope of the SMS
- Clarification that the PDCA methodology applies to the SMS, including the service management processes, and the services
- Introduction of new requirements for the design and transition of new or changed services

### AUDIENCE

This course is aimed at existing third-party or internal auditors who wish to understand the specific requirements of auditing IT Service Management Systems for conformance with the ISO/IEC 20000 standard

### PREREQUISITES

Candidates are required to have a minimum of three years' experience of auditing in an IT environment since the course does not cover generic principles of Management System auditing

### METHODOLOGY

Quint's 2-day ISO/IEC20000 Auditor Course provides an effective learning environment for anyone interested in learning how to conduct the ISO/IEC20000 process audit

The course introduces both theoretical and practical knowledge to course participants

They will learn how to conduct ISO/IEC20000 process audits on their own IT organization as well as provide knowledge support within their own IT organization

### OBJECTIVES

At the end of this course the student will be able to understand the principles of ITSM and the requirements of the ISO/IEC

20000 standard, how it is used in a typical IT service provider organization, together with the main elements of the certification Scheme

### CONTENTS

Module 1 - The background to ISO/IEC 20000

Module 2 - The scope and purpose of Parts 1, 2, 3 and 5 of ISO/IEC 20000 and how these can be used during auditing and certification

Module 3 - The key terms and definitions used

Module 4 - ITSM general principles

Module 5 - The structure and application of ISO/IEC 20000-1

Module 6 - The requirements of ISO/IEC 20000-1

Module 7 - Applicability and scope definition requirements

Module 8 - The purpose of internal and external audits, their operation and the associated terminology.

Module 9 - The operation of the APMG Certification Scheme

Module 10 - The relationship with best practices and related standards – specifically ITIL, ISO 9001 and ISO/IEC 27001