

# ISO/IEC 20000 LEAD AUDITOR

Mastering the Audit of an Information Technology Service  
Management System (ITSMS) Based on ISO 20000



**PECB**

## Course Description

The PECB ISO/IEC 20000 Lead Auditor training course provides you with the necessary knowledge and skills to conduct service management system (SMS) audits in accordance with widely recognized audit principles, procedures, and techniques. This training course has been developed to reflect the importance of an effective SMS audit. It aims to strengthen your skill set regarding the planning and conducting SMS audits in compliance with the requirements of ISO/IEC 17021-1, the recommendations of ISO 19011, and other best practices of auditing.

This training course also provides exercises, quizzes, and practical examples to help you understand the most important aspects of SMS audits. It elaborates, among others, on the practical aspects, such as the interpretation of ISO/IEC 20000-1 requirements in the context of an audit, the application of principles of auditing, the audit methods, the evidence collection and verification, the leading of an audit team, the drafting of nonconformity reports, and the preparation of the final audit report.

The successful completion of the training course is followed by an exam. If you pass the exam, you can apply for the “PECB Certified ISO/IEC 20000 Lead Auditor” credential. The internationally recognized “PECB ISO/IEC 20000 Lead Auditor” certificate demonstrates your professional capabilities and your ability to audit an SMS based on ISO/IEC 20000-1.

## Audience

The ISO/IEC 20000 Lead Auditor training course is intended for:

- Auditors seeking to conduct and lead SMS audits
- Managers or consultants seeking to master the SMS audit process
- Individuals responsible for maintaining conformity to ISO/IEC 20000-1 requirements in an organization
- Technical experts seeking to prepare organizations for an SMS certification audit
- Expert advisors in service management



## Prerequisites

The main requirements for participating in this training course are a fundamental understanding of ISO/IEC 20000-1 requirements and a comprehensive knowledge of audit principles.

## Learning Objectives

By the end of this training course, the participants will be able to:

- ✓ Explain the fundamental concepts and principles of a service management system (SMS) based on ISO/IEC 20000-1
- ✓ Interpret the ISO/IEC 20000-1 requirements for an SMS from the perspective of an auditor
- ✓ Evaluate the SMS conformity to ISO/IEC 20000-1 requirements, in accordance with the fundamental audit concepts and principles
- ✓ Plan, conduct, and close an ISO/IEC 20000-1 audit, in accordance with ISO/IEC 17021-1 requirements, ISO 19011 guidelines, and other best practices of auditing
- ✓ Manage an ISO/IEC 20000-1 audit program

## Course Agenda

- **Day 1:** Introduction to the SMS and the ISO/IEC 20000 family of standards
- **Day 2:** Audit principles and the preparation for and initiation of an audit
- **Day 3:** On-site audit activities
- **Day 4:** Closing of the audit
- **Day 5:** Certification exam



## Examination

The “PECB Certified ISO/IEC 20000 Lead Auditor” exam fully meets the requirements of the PECB Examination and Certification Program (ECP). It covers the following competency domains:

- **Domain 1:** Fundamental principles and concepts of a service management system
- **Domain 2:** Service management system requirements
- **Domain 3:** Fundamental audit concepts and principles
- **Domain 4:** Preparing an ISO/IEC 20000 audit
- **Domain 5:** Conducting an ISO/IEC 20000 audit
- **Domain 6:** Closing an ISO/IEC 20000 audit
- **Domain 7:** Managing an ISO/IEC 2000 audit program

## Certification

After successfully completing the exam, you can apply for one of the credentials shown on the table below. You will receive a certificate once you comply with all the requirements related to the selected credential.

**The requirements for PECB ISO/IEC 20000 Auditor certifications are as shown in the table below:**

Credential	Exam	Professional experience	MS audit/assessment experience	Other requirements
<b>PECB Certified ISO/IEC 20000 Provisional Auditor</b>	PECB Certified ISO/IEC 20000 Lead Auditor Exam or equivalent	None	None	Signing the PECB Code of Ethics



<b>PECB Certified ISO/IEC 20000 Auditor</b>	PECB Certified ISO/IEC 20000 Lead Auditor Exam or equivalent	Two years: One year of work experience in IT Service Management	Audit activities: a total of 200 hours	Signing the PECB Code of Ethics
<b>PECB Certified ISO/IEC 20000 Lead Auditor</b>	PECB Certified ISO/IEC 20000 Lead Auditor Exam or equivalent	Five years: Two years of work experience in IT Service Management	Audit activities: a total of 300 hours	Signing the PECB Code of Ethics
<b>PECB Certified ISO/IEC 20000 Senior Lead Auditor</b>	PECB Certified ISO/IEC 20000 Lead Auditor Exam or equivalent	Ten years: Seven years of work experience in IT Service Management	Audit activities: a total of 1,000 hours	Signing the PECB Code of Ethics

To be considered valid, the audit activities should follow best audit practices and include the following:

1. Planning an audit
2. Managing an audit program
3. Drafting audit reports
4. Drafting nonconformity reports
5. Drafting audit work documents
6. Reviewing documented information
7. Conducting on-site audit
8. Following up on nonconformities
9. Leading an audit team



## Additional Information

- Training Days: **5**
- CPD Certification (Credits): **31**
- Exam Duration: **3 hours**
- Retake Exam: **Yes**

