

ISO 20000 Lead Auditor (4 days)

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

Summary

This five-day intensive course enables participants to develop the necessary expertise to audit an Information Technology Service Management System (ITSMS) based on ISO 20000 and to manage a team of auditors by applying widely recognized audit principles, procedures and techniques. During this training, the participant will acquire necessary knowledge and skills to proficiently plan and perform internal and external audits in compliance with ISO 19011 the certification process according ISO 17021. Based on practical exercises, the participant will develop the skills (mastering audit techniques) and competencies (managing audit teams and audit program, communicating with customers, conflict resolution, etc.) necessary to efficiently conduct an audit.

Who should attend?

- Internal auditors
- Auditors wanting to perform and lead Information Technology Service Management System (ITSMS) certification audits
- Project managers or consultants wanting to master the Information Technology Service Management System audit process
- Persons responsible for the Information Technology Service conformity in an organization
- Members of an Information Technology Service team
- Expert advisors in information technology
- Technical experts wanting to prepare for an Information Technology Service audit function

Learning objectives

- To acquire the expertise to perform an ISO 20000 internal audit following ISO 19011 guidelines
- To acquire the expertise to perform an ISO20000 certification audit following ISO 19011 guidelines and ISO 17021 specifications
- To acquire the necessary expertise to manage an ITSMS audit team
- To understanding the operation of an ISO 20000 conformant Information Technology Service management system
- To know the interrelationships between ISO/IEC 20000-1:2011, ISO/IEC 20000-2:2005 and ITIL
- To understand the relationship between the information technology service management system, including the management processes and compliance with the requirements of different stakeholders of the organization
- To improve the ability to analyze the internal and external environment of an organization, risk assessment and audit decision-making in the context of an ITSMS



Prerequisites

ISO 20000 Foundation Certification or basic knowledge of ISO 20000 and ITIL is recommended

Course Agenda

Day 1: Introduction to Information Technology Service Management System (ITSMS) concepts as required by ISO 20000

- Normative, regulatory and legal framework related to Information Technology Service
- Fundamental principles of Information Technology Service
- ISO 20000 certification process
- Information Technology Service Management System (ITSMS)
- Detailed presentation of the clauses 4 to 10 of ISO 20000-1

Day 2: Planning and Initiating an ISO 20000 audit

- Fundamental audit concepts and principles
- Audit approach based on evidence and on risk
- Preparation of an ISO 20000 certification audit
- ITSMS documentation audit
- Conducting an opening meeting

Day 3: Conducting an ISO 20000 audit

- Communication during the audit
- Audit procedures: observation, document review, interview, sampling techniques, technical verification, corroboration and evaluation
- Audit test plans
- Formulation of audit findings
- Documenting nonconformities reports

Day 4: Concluding and ensuring the follow-up of an ISO 20000 audit

- Audit documentation
- Quality review
- Conducting a closing meeting and conclusion of an ISO 20000 audit
- Evaluation of corrective action plans
- ISO 20000 Surveillance audit
- ISO 20000 internal audit management program

Day 5: Certification Exam



Educational approach

- This training is based on both theory and practice:
 - Sessions of lectures illustrated with examples based on real cases
 - Practical exercises based on a full case study including role playing and oral presentations
 - Review exercises to assist the exam preparation
 - Practice test similar to the certification exam
- The benefit from the practical exercises, the number of training participants is limited

Examination and certification

- The “Certified ISO/IEC 20000 Lead Auditor” exam fully meets the requirements of the PECB Examination and Certification Programme (ECP). The exam covers the following competence domains:
 - Domain 1: Fundamental principles and concepts of Information Technology Service
 - Domain 2: Information Technology Service Management System (ITSMS)
 - Domain 3: Fundamental Audit Concepts and Principles
 - Domain 4: Preparation of an ISO 20000-1 audit
 - Domain 5: Conducting of an ISO 20000-1 audit
 - Domain 6: Closing an ISO 20000-1 audit
 - Domain 7: Managing an ISO 20000-1 audit program
- The “Certified ISO/IEC 20000 Lead Auditor” exam is available in different languages (the complete list of languages can be found in the examination application form)
- **Duration: 3 hours**
- For more information about ISO 20000 exam, refer to PECB section on [ISO 20000 Lead Auditor Exam](#)
- After successfully completing the exam, participants can apply for the credentials of Certified ISO/IEC 20000 Provisional Auditor, Certified ISO/IEC 20000 Auditor or Certified ISO/IEC 20000 Lead Auditor depending on their level of experience. Those credentials are available for internal and external auditors
- A certificate will be issued to participants who successfully pass the exam and comply with all the other requirements related to the selected credential
- For more information about ISO 20000 certifications and PECB certification and PECB certification process, refer to PECB section on [ISO 20000 Lead Auditor](#)

General Information

- Certification fees are included in the exam price
- A student manual containing over 450 pages of information and practical examples will be distributed to participants
- A participation certificate of **31 CPE (Continuing Professional Development)** credits will be issued to participants
- In case of failure of the exam, participants are allowed to retake the exam for free under certain conditions

