

ISO20000 for Auditors

ISA



Delivery Type: Classroom

Duration: 2 days

Overview

This course aims to aid practicing IT auditors who wish to conduct either internal ISO20000 audits or external certification audits for accredited Registered Certification Bodies (RCBs).

This training provides delegates with an understanding of ISO/IEC 20000, the International Standard for IT Service Management (also known as ISO20000), and the associated itSMF Certification process.

Pre-Requisites

Attendees with an ITIL Service Management qualification will be at an advantage, although this is not a pre-requisite.

Delegates must have at least 3 years general IT auditing experience and must be either:

- ✓ A certified ISO9000, BS7799 or TickIT auditor or
- ✓ A certified internal auditor. Attendees with an ITIL Service

Objectives

- ✓ To prepare practicing IT auditors who wish to conduct either internal ISO20000 audits or external certification audits for accredited Registered Certification Bodies (RCBs)
- ✓ To provide an understanding of the ISO20000 Standard and associated itSMF Certification process
- ✓ To prepare delegates for the itSMF ISO20000 Auditor Certificate

Target Audience

The course is aimed at experienced internal or external auditors (working for an RCB) who have at least 3 years general IT auditing experience.

Certification

The qualification is based on a closed book 1-hour multiple-choice examination. Typically, the examination is taken at the end of the course. Successful delegates will be awarded the itSMF ISO20000 Auditor Certificate. Exam to be charged separately