

ISO/IEC 20000 Lead Auditor Course

Course Duration: 40 Hrs.

Course Code: ISO20000-LA

Course Overview

The ISO/IEC 20000 Lead Auditor Course is designed to provide participants with the knowledge and skills necessary to plan, conduct, and manage audits of an IT Service Management System (SMS) in compliance with ISO/IEC 20000 requirements and ISO 19011 guidelines. The course equips professionals with the ability to evaluate IT service management processes, ensure conformity, and lead audit teams to enhance service quality and continual improvement.

What you'll learn?

Participants will learn how to interpret ISO/IEC 20000 requirements in the context of an audit, apply auditing principles and techniques, plan and execute ITSMS audits, and report findings effectively. They will gain expertise in identifying nonconformities, recommending corrective actions, and managing audit teams to ensure impartiality, credibility, and continual improvement of IT service management systems.

Target Audience

This course is intended for IT managers, service managers, auditors, compliance officers, consultants, and professionals responsible for IT service management or ITSMS audits. It is also suitable for individuals seeking to become certified ISO/IEC 20000 Lead Auditors and those aiming to strengthen their expertise in IT service management auditing practices.

Pre-Requisites

Participants are recommended to have a basic understanding of IT service management principles, ISO/IEC 20000 standards, or prior auditing experience. Completion of a foundation-level ISO/IEC 20000 course or auditing course is beneficial but not mandatory.

Course Content

Module 1: Introduction to ISO/IEC 20000 and IT service management fundamentals

Module 2: Auditing principles, ISO 19011 guidelines, and ITSMS framework

Module 3: Planning and preparing for ITSMS audits

Module 4: Conducting internal and external audits of IT service management systems

Module 5: Managing and leading audit teams effectively

Module 6: Identifying nonconformities, reporting, and corrective actions

Module 7: Monitoring, review, and continual improvement of ITSMS audits

Module 8: Preparing for certification audits and ensuring compliance with ISO/IEC 20000