



## ISO/IEC 20000 Lead Auditor

### Description

#### Master IT Service Audits with the ISO 20000 Lead Auditor Training

The ISO 20000 Lead Auditor training allows you to acquire the necessary skills to conduct effective audits within the framework of IT service management. Through a structured and practical program, you will learn to master audit processes and assess the compliance of IT service management systems. This training is designed to meet the requirements of the ISO 20000 standard, providing you with the knowledge to plan, conduct, and close audits according to international best practices.

By participating in this training, you will benefit from the expertise of a certified instructor and hands-on exercises to master the various stages of an IT service management system audit (SMSTI). You will learn how to assess the compliance of service systems and apply clauses 4 to 10 of the ISO 20000-1:2018 standard. The ultimate goal is to prepare you to pass the ISO 20000 Lead Auditor exam and earn a certification recognized internationally.

### Course Content

#### Day 1: Introduction to Service Management System (SMS)

- Standards and regulations
- The ISO 20000 certification process
- Fundamental principles of service management
- Clauses 4 to 10 of ISO 20000-1:2018

#### Day 2: Audit Planning and Initialization

- Audit concepts and basics
- Evidence-based and risk-based audit approaches
- Audit initialization
- Meeting process and on-site audit

#### Day 3: Conducting the Audit

- Defining audit program objectives

- Document review and information verification
- Team communication during the audit
- Audit procedures and drafting non-conformance reports

#### **Days 4 & 5: Audit Closure and Continuous Follow-Up**

- Audit documentation and quality control
- Audit closure and action plan assessment
- Managing an internal audit program
- Auditor competencies and audit follow-up

#### **Documentation**

- Digital course material included

#### **Exam**

- This course prepares you for ISO/CEI 20000 Lead Auditor certification. If you would like to take this exam, please contact our secretariat, who will inform you of the price and take care of all the administrative formalities for you.

#### **Participant profiles**

- Auditors looking to conduct SMS audits
- Consultants in IT service management
- Managers responsible for ensuring service system compliance
- Technical experts preparing organizations for an ISO 20000 audit

#### **Prerequisites**

- Basic knowledge of the ISO 20000 standard
- Understanding of audit principles and IT service management
- Practical experience in IT service management or auditing

#### **Objectives**

- Master the fundamental concepts of IT service management
- Interpret the requirements of the ISO 20000 standard
- Plan and conduct a service management system audit
- Lead an audit team following best practices
- Assess system compliance with ISO 20000-1:2018
- Manage the post-audit follow-up process

#### **Description**

Preparatory training for ISO/IEC 20000 Lead Auditor certification

#### **Niveau**

Intermédiaire

#### **Classroom Registration Price (CHF)**

4900

#### **Virtual Classroom Registration Price (CHF)**

4650

#### **Duration (in Days)**

5

#### **Reference**

ISO-20000LA