

EXIN Internal Auditor in IT Service Management - Internal Auditor (ISO/IEC 20000)

Introduction

EXIN IT Service Management Internal Auditor examines the knowledge and techniques required for internal, supplier, and certification audits. Professionals are tested on their knowledge of the internal audit cycle based on the ISO/IEC 20000 standard.

Course Objective

The topics of the Internal Auditor course include:

- How to set up a plan for auditing an ITSM system based on the ISO/IEC 20000 series of standards
- How to prepare and execute audits
- How to prepare the organization for external audits
- How to guide a team of internal auditors and technical experts
- How to document, rate, and interpret audit results
- How to identify and report nonconformities
- How to communicate audit results accurately and succinctly to interested parties
- How to monitor the correction of nonconformities
- How to guide the organization in preventive and corrective actions

Course Outline

MODULE 1: Planning the Audit Program

- 1.1 Propose a Service Management System Audit Program
 - 1.1.1 Set the criteria for a service management system audit program
 - 1.1.2 Propose the scope of a service management system audit program
 - 1.1.3 Consider integrating scopes of other management systems in the organization (ISO 9001, ISO/IEC 27001, COBIT®, etc.)
 - 1.1.4 Define the frequency of service management system audits
 - 1.1.5 Set the criteria for non-planned audits (e.g., after a major incident, invocation of the continuity plan, etc...)
- 1.2 Document Audit Roles and Responsibilities
 - 1.2.1 Document the required competencies
 - 1.2.2 Perform a gap analysis of required and acquired competencies
 - 1.2.3 Propose a company training program for internal auditors
- 1.3 Document Audit Procedures
 - 1.3.1 Design and document audit procedures and forms
 - 1.3.2 Improve audit procedures and forms, as needed or dictated
- 1.4 Prepare the Organization for Internal and External Audits
 - 1.4.1 Communicate the internal audit program with interested parties
 - 1.4.2 Communicate the external audit program with interested parties

MODULE 2: Managing Audits

- 2.1 Execute Audits
 - 2.1.1 Prepare, conduct, and report on documentation audits

- 2.1.2 Prepare, conduct, and report on internal audits
- 2.1.3 Prepare, conduct, and report on second-party audits
- 2.2 Guide the Internal Auditor Team
 - 2.2.1 Guide the internal auditor team in preparing, conducting, and reporting on internal audits
 - 2.2.2 Guide the internal auditor team in preparing, conducting, and reporting on second-party audits
- 2.3 Guide the Organization during External Audits
 - 2.3.1 Prepare the organization for external audits
 - 2.3.2 Support the organization during external audits

MODULE 3: Communicate & Address Audit Results

- 3.1 Communicate the Results of Internal Audits with Interested Parties
 - 3.1.1 Communicate the results of internal audits with auditees and managers
 - 3.1.2 Prepare a Management Review
- 3.2 Communicate the Results of External Audits with Interested Parties
 - 3.2.1 Communicate the results of external audits with interested parties
- 3.3 Communicate the Results of Second Party Audits with Interested Parties
 - 3.3.1 Communicate the results of second party audits with interested parties
- 3.4 Monitor the Follow-Up and Closure of Non-Conformities
 - 3.4.1 Maintain a database of audit results
 - 3.4.2 Follow-up non-conformities
- 3.5 Guide the Organization regarding Preventive and Corrective Actions
 - 3.5.1 Identify and follow-up corrective actions
 - 3.5.2 Identify and follow-up preventive actions

MODULE 4: Improving the Audit Program

- 4.1 Improve the Audit Program
 - 4.1.1 Identify and implement improvements in the audit program

Prerequisites

The Foundation Certificate in IT Service Management based on ISO/IEC 20000.

- Successful completion of the EXIN IT Service Management Internal Auditor based on the ISO/IEC 20000 exam.
- Accredited EXIN IT Service Management Internal Auditor based on ISO/IEC 20000 training, including completion of the Practical Assignments.

Target Audience

The program targets personnel of internal as well as external service providers in an ISO/IEC 20000 environment or having an interest in these standards, even though their IT organization is not, not yet or have no intention of being certified under ISO/IEC 20000-1:2011 or ISO/IEC 9001:2008.

Specific roles that would benefit from the Auditor course could include:

- Auditor or assessor
- Customer representatives, to better understand the need for audit activities by the Service Provider
- Top Management and their direct reports to provide needed leadership in the field of audits
- Managers/directors responsible for the coordination of services
- Interested parties representatives

- Suppliers
- Project specialists
- Consultants who offer their services as specialists in ITSM, need to know the audit methods
- Academics who teach ITSM and would need to include auditing in their curriculum
- Individuals who want to demonstrate competencies in ITSM
- Auditors of Quality Service Systems who want to expand their horizon into Service management

Duration

21 Hours Training Course