

ISO/IEC 20000-1:2018 - Certified Lead Auditor

Introduction

ISO/IEC 20000-1 2018 - Certified Lead Auditor certification is developed by the GAQM for individuals who want to assure the quality of the services they deliver for their organization's customers. In today's rapidly changing business environment, the ISO/IEC 2000-1 2018 standard certification helps the candidates to ensure effective and resilient services commonly used for IT services, facilities management, and business services. Moreover, after the candidate completes this certification, this internationally accepted credential validates that the candidate understands IT service management definitions, concepts, guidelines, and can effectively communicate during the audit.

Course Highlights

The core aspects of the ISO/IEC 20000-1 2018 - Certified Lead Auditor credential is the following:

- IT service management definitions, core concepts, and guidelines
- Roles and responsibilities of the auditor
- Types of risks and opportunities associated with auditing
- Auditing Standards
- SMS Audit Process, Planning, Preparation & Execution

Course Outline

Module Information - 1	<ul style="list-style-type: none"> • Understand IT service management definitions, concepts, and guidelines • Understand the purpose of the ISO 20000 series • Understand the roles and responsibilities of the auditor • Apply ISO 19011:2018 concepts, new terminology, and guidelines • Understand the types of risks and opportunities associated with auditing • Recognize the principles, practices, and types of audits
Module Information - 2	<ul style="list-style-type: none"> • Conduct all phases of an audit adopting a risk-based approach • Prepare and present effective reports • Understand Exemplar Global's certification scheme • Understand the role of objectives, scope, and criteria in the audit process • Conduct audit team selection • Initiate the audit and conducting opening meetings • Understanding Auditing Standards
Module Information - 3	Understand audit team leader responsibilities Communicate effectively during the audit Apply the latest auditor techniques and identify appropriate use Conduct on-site activities Prepare audit conclusions and conduct closing meetings SMS Audit Process SMS Audit Planning & Preparation SMS Audit Execution

Prerequisites

The ISO/IEC 20000-1:2018 - Certified Lead Auditor Certification has no pre-requisites.

Target Audience

- Auditors seeking to perform and lead a Service Management System (SMS) certification audits
- Managers or consultants seeking to master a service management system audit process
- Individuals responsible for maintaining conformance with SMS requirements
- Technical experts seeking to prepare for a service management system audit
- Expert advisors in service management
- Individuals interested in conducting first-party, second-party, and third-party audits
- Management Representatives
- Information Security Officers
- Managers
- Security Consultants

Duration

15 - 20 hours training course