

## Achieving ISO/IEC 20000 Auditor Certification - 2 Days

### *Course 3904 Overview*

- You Will Learn How To**
- Prepare for and take the ISO/IEC 20000 Auditor Certification exam
  - Explain the structure, requirements and objectives of the ISO/IEC 20000 standard
  - Define and explain IT service management (ITSM) principles
  - Assess the eligibility, applicability and scoping principles and how they apply to a typical ITSM service provider
  - Evaluate the requirements for preaudits, formal certification audits and surveillance audits
- Course Benefits** ISO/IEC 20000 supports the adoption of an integrated process approach that allows organisations to demonstrate excellence and prove best practices in IT service management. In this course, you gain the knowledge and skills to audit ITSM systems in compliance with ISO/IEC 20000. You also take the ISO/IEC 20000 Auditor Certification exam given on the final day of class.
- Who Should Attend** Third-party or internal auditors who need knowledge of the specific requirements for auditing ITSM systems within the ISO/IEC 20000 standard. A minimum of three years of experience conducting audits in an IT environment, as a third-party auditor or as an internal auditor for an organisation, is required to attend this course and take the ISO/IEC 20000 Auditor Certification Exam on the final day.
- Workshop Course** Workshops and practice exams provide knowledge of the ISO/IEC 20000 auditor role and prepare you for the ISO/IEC 20000 Auditor Certification Exam. Workshops include:
- Clarifying terms and definitions
  - Identifying nonconformances
  - Assessing scoping statements

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### Course 3904 Outline

#### Overview of ISO/IEC 20000 Standard and Certification Scheme

- The development of the standard and the APMG ISO/IEC 20000 Certification Scheme
- The application and use of the ISO/IEC 20000 standard
- The relationship between ITSM best practices and ISO/IEC 20000
- Defining SMS and its component parts
- Reviewing the Certification Scheme, the organisations involved and their roles

- Analysing and assessing the applicability of the standard to an organisation
- Governance of processes operated by other parties and its impact on the certification of organisations
- Explaining recommendations

#### Scoping

- Determining and defining the scope of the certification for an eligible organisation
- Producing appropriate scope statements for eligible organisations

#### Principles of IT Service Management (ITSM)

##### Defining the terminology of ITSM

- Demonstrating knowledge of ITSM as applied to ISO/IEC 20000
- Relationships and interfaces

##### Explaining the purpose, objectives and activities of key areas

- The relevance and importance of ITSM toolsets in achieving certification
- The possible benefits and deficiencies in tools and their implementation

#### Identifying Key Processes within ISO/IEC 20000

##### Coordination and integration processes

- Requirements for a management system
- Planning for service management
- Implementing new and changed services

##### Service delivery processes

- Service level management
- Service reporting
- Budgeting and accounting for IT services
- Capacity management
- Service continuity and availability management
- Information security management

##### Resolution, control and release processes

- Incident management
- Problem management
- Configuration management
- Change management
- Release management

##### Relationship processes

- Business relationship management
- Supplier management

#### Applicability, Eligibility and Scoping Assessing the issues for organisations seeking certification