

ISO/IEC 20000 for Auditors

Fact Sheet

2 Days | Classroom Workshop | Course Code: ISO1023

ISO/IEC 20000 is the first worldwide standard specifically aimed at IT Service Management. It proposes a process approach to IT Service Management within an overall Plan-Do-Check-Act (PDCA) cycle. This approach enables IT organizations to establish IT Service Management processes to deliver managed services in a systematic and controlled manner and to enhance the quality of IT services to customers. ISO/IEC 20000 is aligned with and complementary to the process approach defined in IT Infrastructure Library (ITIL) from the Office of Government Commerce (OGC).

Course Description

The ISO/IEC 20000 Auditors course is a 2-day classroom training relevant for professionals who play a role in auditing the ISO/IEC 20000 standard. This course is designed for professionals and certified auditors who would like to learn how to perform auditing activities as either internal or external auditors based on the ISO/IEC 20000 standard. At the end of the 2-day classroom training, the ITSMF certification exam, which is a multiple-choice exam, can be conducted. This training does not cover audit techniques or the issues involved in preparing an organization for an audit.

The certificate is awarded to candidates passing the relevant examination, which can only be taken as part of an accredited training course. The course covers the interpretation and application of the ISO/IEC 20000 standard. The exam consists of a closed-book, 25-question, multiple-choice test, which is paper based. To pass, candidates must answer 18 or more questions correctly.

Prerequisites

An employee or contractor of an RCB organization who is:

- A certified ISO 9000, BS 7799, or Ticket auditor; it is the responsibility of the training provider to ensure that the candidates hold one of these certificates before they take the training course.
- An IT auditor with at least 3 years' general IT auditing experience.
- Able to communicate effectively with managers, subordinates, colleagues, users, and customers

Note: Although it is not a pre-requisite, candidates who hold the ITIL Service Management Foundation certificate will be at an advantage.

Learning Objectives

At the end of the course, participants will be able to:

- Identify the objectives and major content of IT Service Management processes within the scope of ISO/IEC 20000.
- Identify the core processes of the ISO/IEC 20000 standard.
- Describe the key activities and requirements of each process involved.
- Identify the requirements of the overall Service Management system and plan.

Audience

IT service providers, IT service managers, and IT auditors involved in the implementation of ISO/IEC 20000.



ISO/IEC 20000 for Auditors

Certificate: ITSMF Auditors Exam | Duration: 2 Days | Course Delivery: Classroom Workshop

The Consultants exam consists of a written essay test and a multiple-choice exam. The Auditors certification exam only contains multiple-choice questions. Delegates whose first language is not English and who are taking the Consultants exam can receive a 15-minute extension, if requested. A dictionary can also be used, but it should not be an electronic one.

Course Student Material

Students will be provided with a manual containing a copy of classroom visual aids, assignments, and a feedback form. Course material required for the course and made available by the customer or ITpreneurs partner:

- ISO/IEC 20000-1:2002 IT Service Management: Specification for Service Management
- ISO/IEC 20000-2:2003 IT Service Management: Code of Practice for Service Management

Recommended additional student material:

- PD 0015 IT Service Management: Self-Assessment Workbook
- BIP 0005 A Manager's Guide to Service Management

Course Agenda

Day 1		Day 2	
Time	Sessions		
09:00	Registration	Review of Homework	
09:30	Introduction	Resolution Processes	
10:00	Overview of ISO/IEC 20000		
10:15		Control Processes	Group Assignment 2
11:00	Break		
11:15	Overall Management Requirements	Group Assignment 1	Release Processes
11:45	Automation and Tools		
12:00	Scoping, Eligibility, and Audit Preparation		
12:30	Lunch		
13:15	Group Assignment 3		
13:30	Service Delivery Processes		
14:00	Exam Preparation		
14:30	Course Summary and Evaluation		
14:45	Break		
15:00	Break		
15:15	Relationship Processes		
15:30	Examination		
16:30	Multiple-Choice Sample Paper 1		Close
17:00	Review Paper 1		
17:30	Close	Homework - Multiple-Choice Sample Paper 2	