

ISO1023
ISO/IEC 20000 for
Auditors

Certificate:
ITSMF Auditors Exam
Duration:
2 days
Course Delivery:
Classroom Workshop
Languages:
English ISO1023

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.

Course Organizational Logistics:

- Up to 16 participants
- Classroom with a U-shaped seating arrangement
- A minimum of 1 break-out room
- Whiteboard, flipchart, and projector

ITpreneurs is an accredited course provider with the ITSMF in the UK and is authorized to deliver ISO/IEC 20000 training courses and exams. The ITSMF offers two unique individual certification exams, the Consultants and the Auditors certification exams.

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.

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

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