



## **ISO/IEC 20000 for Auditors Course** (2-day Classroom Training)

The ISO/IEC 20000 Auditors course is a 2-day classroom training relevant for professionals who play a role as a 3rd party auditor in an ISO/IEC 20000 assessment. This course is designed for professionals and certified auditors who require an orientation into ITSM in general and ISO/IEC 2000 in particular. Internal auditors working in an organization which is implementing or already has ISO/IEC 20000 certification will also find this course useful to improve not only their understanding of the subject but also the application of ISO/IEC 20000 within their organization.

At the end of the 2-day classroom training, the APMG 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.

### **Prerequisite**

Delegates attending the course are required to have a minimum of three years' experience conducting audits in an IT environment. This may be as a third-party auditor or as an internal auditor for an organization. This qualification will build on basic audit and IT knowledge with regard to the contents of ISO/IEC 20000 and its use.

### **Learning Objectives**

The candidate should understand the principles of ITSM and the contents of ISO/IEC 20000. Specifically, the candidate should understand:

- The structure, requirements, objectives and application of ISO/IEC 20000-1:2011 (service management system requirements).
- ITSM principles.
- Eligibility, applicability and scoping principles and how to apply them to a typical ITSM service provider.
- Application and relevance of Parts 2 and 3 of the standard.
- What is required in pre-audits, formal certification and surveillance audits using the regulations of the APMG certification scheme.



## Audience

This qualification is aimed at existing third-party or internal auditors who wish to understand the specific requirements of auditing IT service management systems for conformity with the ISO/IEC 20000 standard.

## Organizational Logistics

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

## Course Student Material

Students will be provided with a manual containing a copy of classroom visual aids, assignments, and a feedback form. Recommended additional student materials:

- 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

## 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	