

ISO/IEC 20000-1:2005 Information Technology Lead Auditor : Four Day Course

BSI's "ISO 20000-1:2005 Lead Auditor" competency-based 4-day course teaches a general understanding of the concepts of the ISO 20000-1:2005 standard and the principles and practices of leading management systems and process audits in accordance with ISO 19011:2002, "Guidelines for Quality and/or Environmental Management Systems Auditing." Experienced instructors explain the clauses of ISO 20000-1:2005 in detail and guide students through the entire audit process, from managing an audit program to reporting on audit results. Students gain necessary auditing skills through a balance of formal classroom tutorials, role playing, group workshops, and open forum discussions.

This course comprises the following three RABQSA TPECS Competency Units whose outcomes are certified by RABQSA:

- IT – Information Technology Service Management Systems
- AU – Management Systems Auditing
- TL – Leading Management Systems Audit Teams

Attendees successfully completing this course receive a Certificate of Attainment for each of the RABQSA Competency Units listed above.

Learning objectives

- Understand IT service management definitions, concepts, and guidelines
- Understand the purpose of the ISO 20000 series
- Understand the requirements of the ISO 20000-1:2005 standard
- Understand the roles and responsibilities of the auditor
- Apply ISO 19011:2002 definitions, concepts, and guidelines
- Recognize the principles, practices, and types of audits
- Conduct all phases of an internal audit
- Prepare and present effective reports
- Understand RABQSA's certification scheme
- Understand the role of objectives, scope and criteria in the audit process
- How to plan audits
- Conduct audit team selection
- Initiate the audit and conducting opening meetings
- Understand audit team leader responsibilities
- Communicate effectively during the audit
- Conduct on-site activities
- Prepare audit conclusions
- Conduct closing meetings
- Report audit results

Course materials

Students receive comprehensive course manuals with reference materials.

Who should attend

- Individuals interested in conducting first-party, second-party, and third-party audits
- Management Representatives
- Managers
- IT service personnel

Duration:

Course times:

Day 1: 8:00 AM – 5:30 PM

Day 2: 8:00 AM – 3:30 PM

Day 3: 8:00 AM – 5:30 PM

Day 4: 8:00 AM – 3:30 PM

Prerequisite

A prior review of the ISO 20000-1:2005 and ISO 20000-2:2005 standards and knowledge of IT service practices are suggested for this course.

Course Logistics:

There are written tests on each of the competency units in turn on Days 2, 3 and 4. Detailed exam instructions will be provided. Certificates of Attainment in each competency unit will be provided for students who are deemed "Competent" for each competency unit. Certificates of attendance are provided to those who do not pass the competency test(s), and students will be given the opportunity to retake the test(s).