



Course Description:



BSI's "IT Service Management System Lead Auditor" course provides students with the skills and knowledge to conduct and lead effective IT service management system audits in accordance with the requirements of ISO/IEC 20000-1:2005 and ISO 19011:2002, "Guidelines for Quality and/or Environmental Management Systems Auditing." The course explains the principles and practices of independent auditing for an IT service management system and guides students through the entire audit process, from managing an audit program to reporting on audit results. Students will gain the necessary auditing skills through a balance of formal classroom tutorials, practical role-playing, group workshops, and open forum discussions.

Learning Objectives:

- Interpret the requirements of ISO/IEC 20000-1:2005 in the context of an audit
- Explain the purpose, content and interrelationship of ISO/IEC 20000-1:2005 Specification and ISO/IEC 20000-2:2005 Code of Practice
- Explain the purpose of an Information Technology Service Management System (ITSMS)
- Describe policies, framework and linked activities to enable effective management and implementation of information technology services
- Plan, conduct, report and follow up on an ITSMS audit in accordance with ISO 19011:2002 and ISO/IEC 20000-1:2005

Who Should Attend:

- Consultants
- IT Managers
- IT Service personnel
- Existing auditors in other schemes
- Internal and external auditors responsible for auditing IT service management practices

Duration:

Course times:

- Day 1: 8:00 am – 5:30 pm
- Day 2: 8:00 am – 6:00 pm
- Day 3: 8:00 am – 6:00 pm
- Day 4: 8:00 am – 6:00 pm
- Day 5: 8:00 am – 12:00 pm

The instruction, course duration, exam, content, and administration are regulated by IRCA, and Day 5 includes a 2 hour exam.

Attendees should note that the course does require evening work.

Prerequisite:

A general background in IT, basic competence in IT service management processes and prior review of the ISO/IEC 20000 family of standards is recommended.

Course Logistics:

There is a two-hour written exam on Day 5. Detailed exam instructions are provided during the course. Certificates of achievement are provided for students who exceed a 70% on both the continual evaluation and the exam. Certificates of attendance are provided to those who choose not to take the exam or do not pass. All certificates are provided within 6 weeks of course completion.

Student : Instructor Ratio – 10:1

*IRCA Certified Course (A17452)

This course is certified by the International Register of Certificated Auditors (IRCA) and meets training requirements for those seeking registration as a lead auditor under their ISMS scheme.