

# € TRAINING

ISO IEC 20000 1 2018 Internal Auditor





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## Introduction:

This program is designed to prepare participants for the certification exam only.

This training program provides comprehensive training on auditing IT service management systems according to ISO/IEC 20000-1:2018 standard. It empowers participants to enhance organizational efficiency and customer satisfaction through effective IT service delivery.

## Program Objective:

At the end of this program, participants will be able to:

- Understand and interpret the requirements of ISO/IEC 20000-1:2018 standard.
- Plan, conduct, report, and follow up on audits effectively.
- Identify non-conformities and opportunities for improvement in IT service management systems.
- Develop and implement corrective action plans to address audit findings.
- Promote continuous improvement in IT service delivery and customer satisfaction.
- Prepare for the certification exam.

## Targeted Audience:

- IT professionals involved in IT service management.
- Quality assurance and compliance managers.
- Internal auditors specializing in IT service management systems.
- IT service managers and coordinators.
- Personnel involved in implementing and auditing ISO/IEC 20000-1:2018 IT service management systems.

## Program Outlines

### Unit 1:

#### Introduction to ISO/IEC 20000-1:2018 Standard:

- Overview of ISO/IEC 20000-1:2018 standard and its significance in IT service management.

- Understanding the structure and key requirements of ISO/IEC 20000-1:2018.
- Roles and responsibilities of an internal auditor in auditing IT service management systems.
- Relationship between ISO/IEC 20000-1:2018 and other management system standards.
- Importance of effective IT service management in organizational performance and customer satisfaction.

## Unit 2:

### Planning and Preparation for Audits:

- Developing an audit plan based on ISO/IEC 20000-1:2018 requirements.
- Identifying audit objectives, scope, and criteria.
- Conducting risk assessments to prioritize audit activities.
- Gathering necessary documentation and resources for the audit.
- Establishing communication channels with auditees and stakeholders.

## Unit 3:

### Conducting the Audit:

- Techniques for conducting opening and closing meetings with auditees.
- Collecting and evaluating audit evidence to determine conformity.
- Identifying non-conformities and opportunities for improvement.
- Applying effective questioning and interviewing techniques.
- Ensuring impartiality, independence, and objectivity throughout the audit process.

## Unit 4:

### Reporting and Follow-up:

- Preparing clear and concise audit reports reflecting audit findings.
- Communicating audit conclusions and recommendations to relevant stakeholders.
- Developing corrective action plans for addressing non-conformities.
- Monitoring and verifying the implementation of corrective actions.
- Conducting follow-up audits to ensure sustained compliance and improvement.

## Unit 5:

### Leadership and Communication Skills for Internal Auditors:

- Developing effective leadership skills for internal auditors.
- Techniques for building rapport and trust with auditees.
- Building effective communication channels with auditees and stakeholders.
- Resolving conflicts and managing challenging audit situations.
- Providing constructive feedback to auditees and team members.
- Preparation for the certification exam.

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