# €TRAINING

## IT Service Management ISO IEC 20000 Lead Auditor

27 - 31 October 2024
Amman (Jordan)

# IT Service Management ISO IEC 20000 Lead Auditor

## Introduction:

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

This training program provides participants with essential knowledge and skills in IT Service Management ITSM based on ISO/IEC 20000 standards. It focuses on preparing participants to lead and conduct audits for IT service management systems to ensure compliance and continuous improvement.

## Program Objectives:

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

- Understand the principles and requirements of ISO/IEC 20000 for IT Service Management.

- Plan, conduct, report, and follow up on audits based on ISO/IEC 20000.

- Interpret the requirements of ISO/IEC 20000 in the context of an organization's business objectives.

- Evaluate and improve the effectiveness of an organization's IT service management system.

- Prepare for the ISO/IEC 20000 Lead Auditor certification.

## Targeted Audience:

- IT Managers.

- IT Service Managers.

- IT Professionals involved in ITSM implementation and auditing.

- Quality Assurance Professionals.

- Consultants specializing in IT service management.

## Program Outline:

### Unit 1:

### Introduction to ISO/IEC 20000:

- Overview of IT Service Management and its importance.

- Introduction to ISO/IEC 20000 standards and its benefits.

- Structure and requirements of ISO/IEC 20000-1 and ISO/IEC 20000-2.

- Relationship with other standards ITIL, ISO 9001.

## Unit 2:

## IT Service Management System SMS:

- Planning and implementing an IT Service Management System.

- Establishing policies, objectives, and processes according to ISO/IEC 20000.

- Roles and responsibilities in an ITSM environment.

- Document control and record management in ITSM.

## Unit 3:

## ISO/IEC 20000 Audit Process:

- Principles and practices of auditing.

- Planning and preparation for an ISO/IEC 20000 audit.

- Conducting on-site audits and collecting evidence.

- Reporting audit findings and non-conformities.

- Corrective actions and follow-up activities.

## Unit 4:

## Auditing IT Service Management Processes:

- Auditing service delivery processes service level management, service continuity, availability management.

- Auditing relationship processes supplier management, business relationship management.

- Auditing resolution processes incident management, problem management, change management.

- Performance evaluation and compliance monitoring.

## Unit 5:

## Continuous Improvement and Certification preparation:

- Monitoring, measurement, analysis, and evaluation of ITSM performance.

- Continuous improvement techniques and methodologies.

- Achieving and maintaining ISO/IEC 20000 certification.

- Integration of ISO/IEC 20000 with other management systems ISO 9001, ISO 27001.

- Case studies and practical exercises on ITSM auditing.

- Prepare for the certification exam.

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