

# € TRAINING

ISO IEC 20000 1 2018 Internal Auditor

A photograph of four smiling professionals in a meeting. A woman in a black top and beaded necklace is in the foreground, looking towards the camera. Behind her are three other people (two men and one woman) in white shirts, looking towards the right. The background is a blurred office setting. A large blue curved graphic element is overlaid on the top and right sides of the image.

9 - 13 September 2024  
Munich (Germany)



# ISO IEC 20000 1 2018 Internal Auditor

REF: A1623 DATE: 9 - 13 September 2024 Venue: Munich (Germany) - Fee: 5940 Euro

## 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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