

Course: ISO20000 Lead Auditor

DESCRIPTION:

This five-day intensive course enables participants to develop the necessary expertise to audit an IT Service Management System (SMS) based on ISO 20000 and to manage a team of auditors by applying widely recognized audit principles, procedures and techniques. During this training, the participant will acquire the necessary knowledge and skills to proficiently plan and perform internal and external audits in compliance with requirement.

WHAT WE OFFER OUR CLIENTS:

- Delivery Mode: Lecture Delivery, Soft copy of study material and Mock Exams as a part of 5 days.
- International trainer with 20 years of experience that will support you.
- Deliverable: Softcopy of the training material.

TRAINING COURSE DURATION:

8 hours per day for 5 days (40 total hours)

COURSE LANGUAGE:

Lessons and material are both in english

COURSE TYPE:

On-site/WebEx

TRAINING GOALS:

- To acquire the expertise to perform an ISO 20000 internal audit following ISO 19011 guidelines
- To acquire the expertise to perform an ISO 20000 certification audit following ISO 19011 guidelines and ISO 17021 specifications
- To acquire the necessary expertise to manage an SMS audit team
- To understand the operation of an ISO 20000 conformant IT Service Management System

COURSE MODULES:

- Introduction to Service Management System (SMS) concepts as required by ISO 20000
- Planning and Initiating an ISO 20000 audit
- Conducting an ISO 20000 audit
- Concluding and ensuring the follow-up of an ISO 20000 audit
- Certification Exam

ADMINISTRATIVE ASPECTS:

Fees payment: 50% at confirmed reservation by Olympos Consulting
50% before the training start

Course schedule: see the provided schedule or call for dates

INTENDED PARTICIPANTS:

- Service Management Auditors
- Internal Auditors
- Security Management Professionals
- Head of IT Security, Compliance, and Assurance
- Security managers

COURSE CODE:

IO306E

HOW TO PARTICIPATE:

To make reservation for this training please send an e-mail to education@olymposconsulting.it mentioning the course code and the number of seats plus your contact info.

LEARN MORE:

For more informations about the training content and prices, please send a request to education@olymposconsulting.it

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