



ISO/IEC 20000 Lead Auditor
Course Description (v1.1)

Fifalde Consulting Inc.
+1-613-699-3005

Course Introduction

The PECB ISO/IEC 20000 Lead Auditor training course provides you with the necessary knowledge and skills to conduct service management system (SMS) audits in accordance with widely recognized audit principles, procedures, and techniques. This training course has been developed to reflect the importance of an effective SMS audit. It aims to strengthen your skill set regarding the planning and conducting SMS audits in compliance with the requirements of ISO/IEC 17021-1, the recommendations of ISO 19011, and other best practices of auditing.

This training course also provides exercises, quizzes, and practical examples to help you understand the most important aspects of SMS audits. It elaborates, among others, on the practical aspects, such as the interpretation of ISO/IEC 20000-1 requirements in the context of an audit, the application of principles of auditing, the audit methods, the evidence collection and verification, the leading of an audit team, the drafting of nonconformity reports, and the preparation of the final audit report.

Target Group

The ISO/IEC 20000 Lead Auditor course is intended for everyone playing a role or having an interest in IT service management. This includes:

- Auditors seeking to conduct and lead SMS audits
- Managers or consultants seeking to master the SMS audit process
- Individuals responsible for maintaining conformity to ISO/IEC 20000-1 requirements in an organization
- Technical experts seeking to prepare organizations for an SMS certification audit
- Expert advisors in service management

The main requirements for participating in this training course are a basic knowledge of ISO management system standards, a general understanding of ISO/IEC 20000-1, and comprehensive knowledge of audit principles.

Objectives

By the end of this training course, the participants will be able to:

- Explain the fundamental concepts and principles of a service management system (SMS) based on ISO/IEC 20000-1
- Interpret the ISO/IEC 20000-1 requirements for an SMS from the perspective of an auditor
- Evaluate the SMS conformity to ISO/IEC 20000-1 requirements, in accordance with the fundamental audit concepts



and principles

- Plan, conduct, and close an ISO/IEC 20000-1 audit, in accordance with ISO/IEC 17021-1 requirements, ISO 19011 guidelines, and other best practices of auditing
- Manage an ISO/IEC 20000-1 audit program

Course Approach

The training course is participant centered and contains:

- Theories, approaches, and best practices used in service management system audits
- Lecture sessions illustrated with practical examples
- Practical exercises based on a case study and discussions
- Interaction between participants by means of questions and suggestions
- Exercises tailored to prepare the participants for the certification exam

Exam

The “PECB Certified ISO/IEC 20000 Lead Auditor” exam fully meets the requirements of the PECB Examination and Certification Program (ECP). It covers the following competency domains:

Domain 1: Fundamental principles and concepts of a service management system

Domain 2: Service management system requirements

Domain 3: Fundamental audit concepts and principles

Domain 4: Preparing an ISO/IEC 20000 audit

Domain 5: Conducting an ISO/IEC 20000 audit

Domain 6: Closing an ISO/IEC 20000 audit

Domain 7: Managing an ISO/IEC 2000 audit program



Content

Day 1 | Introduction to the SMS and the ISO/IEC 20000 family of standards

- Training course objectives and structure
- Standard and regulatory framework
- Certification process
- Fundamental concepts of service management and the SMS
- ISO/IEC 20000-1 requirements for an SMS, clauses 4-10

Day 2 | Audit principles and the preparation for and initiation of an audit

- Fundamental audit concepts and principles
- The impact of trends and technology in auditing
- Evidence-based auditing
- Risk-based auditing
- Initiation of the audit process
- Stage 1 audit

Day 3 | On-site audit activities

- Preparing for stage 2 audit
- Stage 2 audit
- Communication during the audit
- Audit procedures
- Creating audit test plans

Day 4 | Closing the audit

- Drafting audit findings and nonconformity reports
- Audit documentation and quality review
- Closing of the audit
- Evaluation of action plans by the auditor
- Beyond the initial audit
- Managing an internal audit program
- Closing of the training course

Day 5 | Final Exam

Fifalde Consulting Inc. is a trusted independent advisor, helping organizations maximize efficiencies and increase value to their IT services. We specialize in the delivery of Information Technology Service Management (ITSM) and Information Security Management (ISM) consulting and training services, using best practices such as the Information Technology Infrastructure Library (ITIL®), TIPA®, TOGAF®, and standards such as ISO/IEC 20000, 27001, 38500 and others. Fifalde's team includes a network of the most accredited consultants and trainers in the IT industry.

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