

ISO/IEC 20000 IT Service Management System

Course Outline

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