

Hands-on course , 2
day(s)
Ref : FOA

Participants

Auditors of the internal
Information Technology.

Pre-requisites

Participants must have
3 years experience
in conducting audit in
Information Technology.

Next sessions

ISO 20000, Auditor, certification

OBJECTIVES

You will learn in this course the context, content, requirements, objectives and implementation of ISO / IEC 20000-1. This course also discusses the scope and application of Parts 1, 2, 3 and 5 of the standard, and shows how they can be used during the certification audit.

1) Introduction and discovery of ISO / IEC 20000

2) ISO / IEC 20000, scope and use

3) ISO / IEC 20000, implementation

4) ISO / IEC20000 process audit

5) Review, exam preparation and certification

Certification

This course prepares candidates for the examination for certification "ISO / IEC 20000 Auditor". The exam consists of 25 questions of multiple choice (1 point each). The test takes 60 minutes and the certification is obtained if the candidate obtains at least 18 correct answers.

1) Introduction and discovery of ISO / IEC 20000

- ISO / IEC 20000 principles and the basic elements.
- Key concepts: service, process, quality, ...
- Principles of IT Service Management.
- The management of IT services. Aligning Business / IT.
- The ISO / IEC 20000 and quality.
- Risks implementation.
- Relations with other standards / norms (COBIT®, ISO 9000, etc.).
- The APMG ISO / IEC 20000 certification.

Réflexion collective

Group discussion about "Service Management" strategy.

2) ISO / IEC 20000, scope and use

- ISO / IEC 20000 structure Part - 1.
- ISO / IEC 20000 objectives and the implementation.
- ISO / IEC 20000 structure Part - 2.
- Main differences between ISO / IEC 20000 Part - 1 and ISO / IEC 20000 Part - 2.
- ISO / IEC 20000 structure Part - 3.
- ISO / IEC 20000 structure Part - 5.
- Requirements of a pre-audit, an audit certifications and audits periodic inspections.

Workshop

How to solve the problems of defining the scope of application and eligibility for the service provider's certification.

3) ISO / IEC 20000, implementation

- The eligibility.
- The scope of the standard.
- The requirement to cover all processes.
- Integration with another quality management system.

Exercise

Analysis of the eligibility of an organization.

4) ISO / IEC20000 process audit

- Roles and responsibilities.
- Not in conformity .
- The observations.
- The following certification.

Réflexion collective

Conduct ISO / IEC20000 audit process.

5) Review, exam preparation and certification

- Review session and mock exam realization.
- Fixed the mock exam.
- Exam preparation.

Workshop

Certification exam.