

ITSMS Auditor / Lead Auditor Training Course



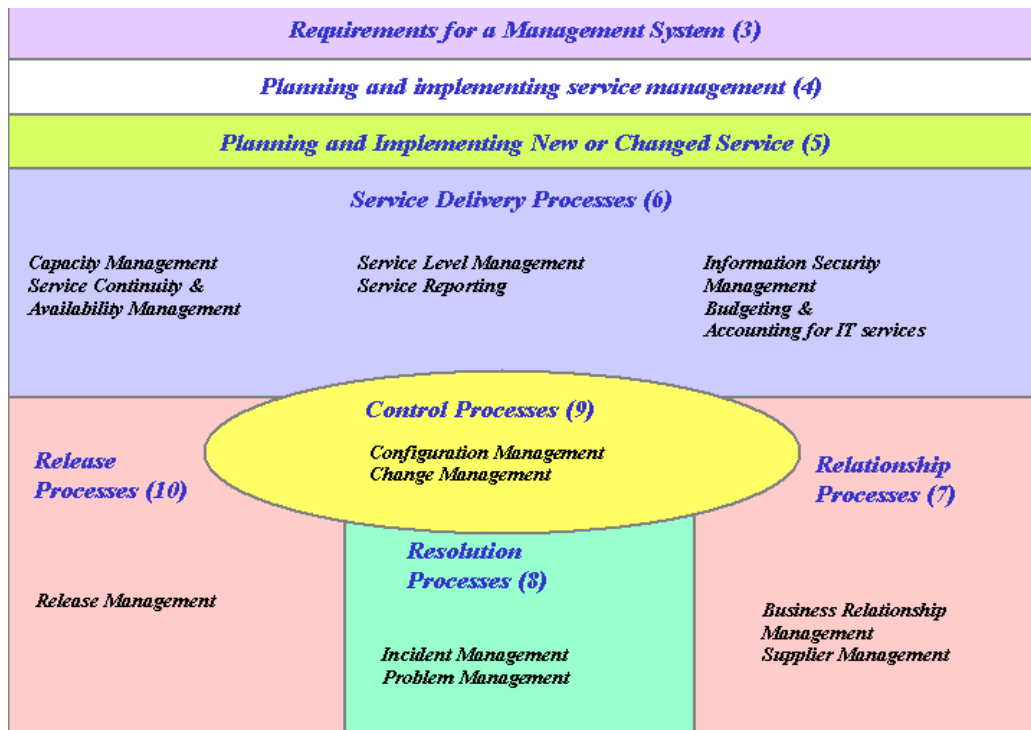
An IRCA Approved Training Course
by



Indian Institute of Quality Management (IIQM)

(Course Approval Number A17448)

(TO Approval Number AO17225)



Indian Institute of Quality Management
STQC Directorate
 Department of Information Technology
 Ministry of Communication & Information Technology

About ITSMS Auditor / Lead Auditor Training Course

This training course is designed for those who wish to become IT Service Management System (ITSMS) auditor/Lead Auditor and is based on ISO 20000-1:2005

Successful qualification in Auditor / Lead Auditor training course is a pre-requisite for IRCA empanelment of ITSMS Auditors.

This training course is an IRCA ([International Register of Certificated Auditors](#)) approved training course for Auditors / Lead Auditors. ([Approval Number A17448](#))

Course Objectives

To gain knowledge & skill for conducting ITSMS audits.

Knowledge:

1. Explain the purpose of an Information Technology Service Management System including policies, process-based framework with linked activities to enable the effective management and implementation of all information technology services.
2. Explain the purpose, content and interrelationship of ISO/IEC 20000-1 Part 1 Specification and ISO/IEC 20000-2 Part 2 Code of Practice and ISO/IEC 17799:2005 and ISO/IEC TR 18044:2004.
3. Explain the role of an ITSMS Auditor to plan, conduct, report and follow up an Information Technology Service Management System audit in accordance with ISO 19011.

Skills:

1. Interpret the requirement of ISO/IEC 20000-1 Part 1 in the context of application to an audit
2. Plan, conduct, report and follow up an Information Technology Service Management system audit to the ISO/IEC 20000-1 Part 1 Standard in accordance with ISO 19011 Guidelines for Auditors and by interpreting ISO/IEC 20000-1 Part 1.

Course Contents

The program is Highly Skill Oriented and is based on Accelerated Learning Techniques recommended by IRCA. Following main topics suitably supported with a number of Exercises (Individual as well Team Exercises) are covered.

<ul style="list-style-type: none">• ITSMS concepts & benefits• Correlation with other relevant standards• Audit management standard• Audit planning• Audit reporting• ITSMS certification process• Examination	<ul style="list-style-type: none">• ISO 20000-1:2000 Requirements• ITSMS Processes• Audit fundamentals• Audit execution• Audit follow-up• IRCA empanelment & code of conduct•
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Who Should Attend

This training course is meant for those who wish to become ITSMS Auditor. These may be
IT Service Professionals
ITSMS Process Owners
ITSMS Consultants/ Auditors

Pre-requisites

It is expected that participants have completed University level of education. Participants should be working professionals and have undergone one day awareness/foundation training on ITSM processes.

The course focuses on teaching & developing ITSMS audit skills and should not be looked as basis for learning ITSMS.

Assessment and Examination

The training course has built in continuous assessment and a written examination on 5th day afternoon at the conclusion of the course. Successful qualification in both is essential to qualify for Auditor / Lead Auditor certificate. Successful participants will be awarded IIQM, STQC certificate with IRCA logo on it. Other participants shall get participation certificate from IIQM, STQC.

Course Duration and Timings

The course duration is Five Days.

The training course will be held 0830 hrs to 1830 hrs approx. daily except on 5th day, when it will be over by 1700 hrs

Course Material

The delegates will receive standards (IS/ISO 20000-1:2005 & IS/ISO 19011) for use during the course and course material consisting of

- Participants material
- Exercise manual
- Stationery

Course Fee: The course fee is Rs. 18000/- + Service Tax

The course is delivered as a public programme as well as can be conducted on-site either at STQC premises or at client premises. For details please contact IIQM.

Other details

Each course will have **maximum of 20 participants.**

Medium of course delivery is English.

Other relevant training programs conducted by STQC IT Services / IIQM are

Courses conducted by STQC IT Services	Courses Conducted by IIQM
STQC-CISP (STQC Certified Information Security Professional) – 5 days	QMS Auditor / Lead Auditor Training Course
STQC-CIISA (STQC Certified Internal Information Security Auditor) – 3 days	QMS Foundation and Internal QMS Auditor Training Course
STQC- CEHP (STQC Certified Ethical Hacking Professional Course) – 5 days	ISMS Auditor/Lead Auditor Training Course
Certified Software Quality Professional (CSQP) – 5 days	Laboratory Quality Management System and Internal Audit as per ISO 17025:2005 and ISO 15189
Certified Software Test Manager (CSTM) – 3 days	M.S. Quality Management (BITS Pilani / IIQM collaborative program).

About STQC

STQC Directorate is a part of Department of Information Technology, Ministry of Communication & Information Technology, Government of India. The objective of STQC is to improve the Quality of Indian Electronic and IT products & services and facilitate the Indian industry to become global players. STQC has a Nationwide network of 21 laboratories known as ERTLs/ ETDCs providing testing, calibration and certification service, Eight IT Centres providing IT Services, Specialized Training Centres namely IIQM at Jaipur and 5 CETEs.

STQC IT Services has been chartered to promote awareness, commitment & compliance to recognized IT best practices in the industry in the following areas –

- E-Governance Conformity Assessment Services
- Penetration Testing & Vulnerability Assessment,
- Software Quality Engineering,
- Software Application Testing – Quality & Security,
- IT Service Management,
- Information Security Management System

STQC IT Services in the area of IT,

- **ISMS Certification Services** (Based on ISO 27001)
- **IT Security Support Services**
Vulnerability Assessment of the critical servers and network devices/ network mapping, Network Penetration Testing, Assistance in System Hardening, Review and assessment of Security Policies & controls, Risk Assessment, Internal security audits, Application security assessment, High level Network Architecture Review, Network Security Audit
- **ITSMS Certification Service (Based on ISO 20000-1)**

About Training Organization – IIQM

Indian Institute of Quality management (IIQM) is a Premier Training Institute of STQC Directorate and is located at Jaipur. IIQM is an IRCA, UK approved Training Organization complying to IRCA 2000 “Criteria for training organizations”. The institute offers training to the industries and user departments in the area of Quality, Information security, Environment & Laboratory management and other technological areas and has trained over 17000 professionals from India and abroad. It is an ISO 9001:2000 standard compliant organization. IIQM as a Training Organisation is responsible for smooth operation of the IRCA registered courses viz ITSMS LA (ISO 20000 based), QMS LA, ISMS LA and QMA IQA (both ISO 9000 based) at any of the Centres within the STQC Network. The institute also offers academic course like ‘Masters in Quality Management’ in collaboration with BITS, Pilani. It has excellent infrastructure, suited for good learning environment, including residential facility for the trainees.

For Further details please contact :

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