



# STQC Certified ISO 20000 Internal Auditor

## **Objectives**

The course aims to :

- understand the purpose of an IT Service Management System(ITSM) including policies, process-based framework with linked activities to enable the effective management and implementation of all information technology services.
- under stand the ITSM requirements as per ISO/IEC 20000 standard and code of practices in order to Interpret the requirements of ISO/IEC 20000-1 Part 1 in the context of application to an audit correlation with other relevant standards
- learn and apply the audit process and roles and responsibilities as an ITSM System Auditor to conduct internal audits as per ISO 20000 and ISO 19011.

## **Duration**

3 Days ( 2 Days Full Time course followed by an examination on 3<sup>rd</sup> day ).

## **Who should Attend**

This training course is meant for those who wish to become ITSM System Auditor.

These may be:

- IT Service Professionals
- ITSMS Process Owners
- ITSMS Consultants/ Auditors

## **Eligibility Criteria for ITSM Internal Auditor Course**

Bachelors degree in engineering or Master degree in Science / Computer Science with at least 1 year of relevant work experience \* **OR** Diploma in Engineering or Bachelors degree with at least 2 years of relevant work experience\*

\* The work experience should be relevant to the title and should be in the field of IT Service Management, outsourcing, BPOs/ Call centers.

## **Criteria for ITSM Internal Auditor Certification**

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.

***Participants (scoring  $\geq$  60% marks) will be awarded “Certificate of Achievement”***



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## *Fee*

Rs, 7,000/- per participant. The fee is inclusive of examination & certification fee.

## *Course Contents*

- ITSM System concepts & benefits
- ITSM System Processes
  - ISO 20000-1:2000 Requirements
- Correlation with other relevant standards
- Audit management standard
- Audit fundamentals
- Audit planning, execution, reporting and follow-up
- ITSMS certification process

## *Methodology*

Technical Lectures, highly interactive sessions, group exercises.

## *Benefits*

On completion of the course, the participants

- Will become familiar with the ITSM process and ISO 20000
- Will be able to implement, operate and effectively monitor and improve the ITSM Process within their organizations
  - Will gain skills to perform internal audits of ITSM Systems within the organization as per international standards e.g. ISO 20000 family
- Will gain confidence in under taking their activities and a professional pride in belonging to the community of certified professionals.
- Will be able to realize their carrier enhancement goals