

## ISO/IEC 20000 Auditor

- **Formato do curso:** Presencial e Live Training
- **Localidade:** Porto
- **Com certificação:** ISO/IEC 20000 Auditor
- **Data:** 03 Jun. 2019 a 04 Jun. 2019
- **Preço:** 1520€
- **Horário:** Laboral - das 09h00 às 17h45
- **Nível:** Avançado
- **Duração:** 14 horas

ISO/IEC20000 Auditor Course provides an effective learning environment for anyone interested in learning how to conduct the ISO/IEC20000 process audit. The course introduces both theoretical and practical knowledge to course participants. Students will learn how to conduct ISO/IEC20000 process audits on their own IT organization as well as provide knowledge support within their own IT organization.

This course is aimed at existing third-party or internal auditors who wish to understand the specific requirements of auditing IT Service Management Systems for conformance with the ISO/IEC 20000 standard.

***O curso inclui o respetivo exame de certificação. O exame será realizado na tarde do último dia do curso.***

### Pré-requisitos

Candidates are required to have a minimum of three years' experience of auditing in an IT environment since the course does not cover generic principles of Management System auditing.

### Objectivos

At the end of this course the student will be able to understand the principles of ITSM and the requirements of the ISO/IEC 20000 standard, how it is used in a typical IT service provider organization, together with the main elements of the certification Scheme.

Specifically, the student will understand:

- The background to ISO/IEC 20000
- The scope and purpose of Parts 1,2,3 and 5 of ISO/IEC 20000 and how these can be used during auditing

and certification

- The key terms and definitions used
  - ITSM general principles
  - The structure and application of ISO/ IEC 20000-1
  - The requirements of ISO/IEC 20000-1
  - Applicability and scope definition requirements
  - The purpose of internal and external audits,their operation and the associated terminology
  - The operation of the APMG Certification
  - The relationship with best practices and related standards – specifically ITIL®,ISO 9001 and ISO/IEC 27001
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## Programa

The course covers the second edition of the standard (ISO/IEC 20000-1:2011) which cancels and replaces the first edition (ISO/IEC 20000-1:2005).

Some of the main differences are as follows:

- closer alignment to ISO 9001
- closer alignment to ISO/IEC 27001
- change of terminology to reflect international usage
- clarification of the requirements for the governance of processes operated by other parties
- clarification of the requirements for defining the scope of the SMS
- clarification that the PDCA methodology applies to the SMS,including the service management processes,and the services
- introduction of new requirements for the design and transition of new or changed services

Students who have attended this course are suitably prepared to successfully take the associated ISO/IEC 20000 Auditor certification test.