

ISO/IEC 20000-1:2018 INTERNAL AUDITING

Duration: 2 Days

PROGRAM OVERVIEW

This two days course has been designed to train the participants to enable them to do Internal Audit of Information Technology-Service Management System (IT-SMS) against the ISO/IEC 20000-1:2018 standard for the organisations which have implemented IT-SMS. Upon completion of this training, the participants should be qualified to execute the Internal Audit activities and to be appointed as the Internal Auditors of the subject matter against the IT-SMS ISO/IEC 20000-1:2018 version. On the first day of the course, the requirements of ISO/IEC 20000-1 will be covered in general, to guide the participants to find the objective evidences in order to verify if the organisation is conforming to the requirements within the standard. Therefore, it is a requirement for the participants of this course to attend other series of courses within the ISO/IEC 20000 standards before they attend this course. At a minimum, the participants should have attended the "Understanding and Implementing of ISO/IEC 20000-1:2018" beforehand. Failure to do so, this course will not be so effective for them. On the second day of the course, it will cover the methodology of audits from planning, executing, report writings and following-up upon the findings of the audits. Multiple exercises and group presentations will be assigned from time to time during the course.

LEARNING OUTPUT

- Understand the ISO/IEC 20000-1:2018 IT-SMS requirements
- Understand how to audit using the process approach
- Ask audit questions that get results
- Internal audit planning, audit tool preparation
- Identify and document non-conformities
- Audit to the ISO/IEC 20000-1:2018 IT-SMS
- Provide knowledge for your management staff
- Provide professional credentials to your internal auditors
- Conduct an audit against the ISO 19011
- Provide critical knowledge for your staff and management

COURSE CONTENTS

Day 1

- Introduction of Audits and the Environment of Quality Assurance
- Audit Terms & Definitions, Types of Audits
- ISO/IEC 20000-1:2018 – Clause-wise interpretations
- Exercises and group presentations

Day 2

- Internal Auditor Competency Requirements, Audit Programme, Audit Plan, Audit Checklist and Opening Meetings
- Audit Methodologies, Executions of Audits and Audit Notes
- Non-conformity Reports, Opportunities for Improvements (OFI), Audit Reports and Closing Meetings
- Following ups of Non-conformities, Corrections and Corrective Actions.

WHO SHOULD ATTEND?

- This course has been specifically designed to meet the needs of the IT Service providers, both internally and externally
- Those responsible for planning and scheduling audit programmes for ISO/IEC 20000-1:2018
- IT-SMS professionals, IT-SMS Project Managers and potential Internal Auditors
- IT-SMS Project Team Members or anyone desiring an in-depth understanding of the ISO/IEC 20000-1:2018 audit process
- The programme can be useful for those who are planning to undergo Lead Auditor programme on IT-SMS in the future and establish a career in IT-SMS auditing



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