

ISO/IEC 20000 Auditor

APMG Accredited Course

IT SERVICE MANAGEMENT TRAINING

ACQUIRE UNDERSTANDING OF ISO/IEC 20000 AND BE ABLE TO PERFORM AUDITS AGAINST THE STANDARD

About this course

This two-day, APMG ISO/IEC 20000 Auditor course, prepares the participants to achieve a sufficient understanding of Service Management in general and acquire knowledge of the contents and requirements of the ISO/IEC 20000-1 standard to be able to perform audits against the standard.

Who should participate?

This course is aimed at those who are:

- Working within a service provider organization that requires a basic understanding of the standard
- Third-party auditors who work for RCBs and will conduct audits to certify service providers against ISO/IEC 20000-1;
- Internal auditors who wish to understand the specific requirements of auditing IT service management systems for conformity with the ISO/IEC 20000-1 standard.

Learning Objectives

At the end of the course the participant should understand:

- 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
- Service Management general principles
- The structure, processes, objectives and high level requirements of ISO/IEC 20000-1
- Understand, explain and advise on issues regarding applicability and scope definition
- The purpose of internal and external audits, their operation and the associated terminology.
- The operation of the APMG Certification Scheme
- Understand and explain the relationship between ISO/IEC 20000 and ITSM best practices, ITIL®, and related standards, ISO 9001 and ISO/IEC 27001, and how this can be used to support the achievement of certification to ISO/IEC 20000-1
- Advise and assist in ISO/IEC 20000 certification readiness assessments to evaluate an Service Management System (SMS) against the requirements of ISO/IEC 20000-1
- Audit organizations to identify conformity and improvements against ISO/IEC 20000-1

Master the ISO/IEC 20000-1 concepts needed to audit an SMS

- Understand the concepts and requirements of an SMS based on ISO/IEC 20000
- Understand the scope and purpose of Parts 1, 2, 3 and 5 and how these can be used during ISO/IEC 20000 auditing and certification
- Audit organizations to identify conformity and improvements against ISO/IEC 20000-1
- Certify your skills and be worldwide recognized with an official APMG ISO/IEC 20000 Auditor certification

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Course Details

- Module 1: Introduction and background to ISO/IEC 20000
- Module 2: Principles of IT service management
- Module 3: ISO/IEC 20000 contents of Part 1
- Module 4: Applicability and definition of scope
- Module 5: Types of audit and the certification scheme
- Module 6: How tools support certification
- Module 7: Mock exam and review
- Exam - APMG, ISO/IEC 20000 Auditor



Prerequisites...

Candidates attending the course are required to have:

- Minimum of three years IT audit experience
- Knowledge of auditing, auditing techniques and generic principles of management system auditing
- Knowledge of ISO/IEC17021 and ISO/IEC 19011

Exam

- The "ISO/IEC 20000 Auditor" exam fulfills the requirements of the certification scheme of APMG, ISO/IEC 20000 Auditor, and the knowledge and skills necessary for the Auditor level are according to the following areas of ISO/IEC 20000 Auditor Syllabus:
 - OV - Overview of ISO/IEC 20000 and related best practices, standards and schemes
 - MS - Service management system general requirements
 - DR - Service delivery and relationship processes
 - CO - Design and transition of new or changed services, control and resolution processes
 - AC - Achieving ISO/IEC 20000 certification
- The exam consists of 40 multiple-choice questions. Each question covers a different syllabus topic. Each of the 40 questions is worth 1 mark.
- Styles of question: selection of the correct answer from a choice of 4 options
- Exam duration: 1 hour
- Pass mark: 65% (26/40)
- Exam type: Closed Book

How do we do it?

- Presentation of the subjects, content and group discussions;
- Mock/Simulation exam as preparation for the completion of the certification exam
- To benefit from the practical exercises, the number of training participants is limited

What do you achieve?

- The competencies and knowledge skills needed by the market
- An overall understanding of the ISO/IEC 20000 standard and its requirements
- Ability to support an organization in audit an Service Management System based on ISO/IEC 20000-1

APMG-International

Accrediting Professionals



Contact us for more information ►►►

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General Information

- The official APMG, ISO/IEC 20000 Auditor Certification exam is included on the course price
- A student manual containing over 200 pages of will be distributed to participants
- An BEHAVIOUR®, accredited APMG ATO, official certificate will be issued to participants

Certification

- After successfully completing the exam, participants will be granted the qualification of APMG, ISO/IEC 20000 Auditor.
- A certificate will be issued to participants who successfully passed the exam

Benefits of the Certification Program

- Demonstrate that the certified professional holds defined competencies based on best practices
- Allows employing organizations to make an informed selection of employees or services based on competencies
- Provides incentives to the professional to constantly improve his/her skills and knowledge
- Serves as a tool for employers to ensure that training has been effective

Contact and Registration:

*ISO/IEC 20000 Auditor Qualification from APMG:
Fast track your knowledge of the standard.*

For more information contact us at:

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+351 212 103 732
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Or,

Visit our APMG courses at:

www.behaviour-group.com

About ISO 20000

ISO/IEC 20000-1:2011 is a service management system (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. The requirements include the design, transition, delivery and improvement of services to fulfil agreed service requirements.

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Note that: *This is a transition course for experienced auditors. It does not cover the principles of generic management system audit techniques, and for this reason delegates attending the course are required to have a minimum of three years' experience conducting audits in an IT environment.*



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What do you need to know about BEHAVIOUR®

- BEHAVIOUR® presents you one of the most complete and updated catalogs of courses and certifications in the most worldwide recognized **principles, best practices, methodologies, management systems and frameworks** of the market.
- Whether in **Europe, Africa, Latin America, or any other international location**, you can count on BEHAVIOUR® to form and certify your knowledge and skills, or knowledge and skills of professionals who work with your organization in the best and most recent methodologies, principles, concepts, practices, frameworks and standards available.
- Integrated into our QMS, **we work continuously to ensure the highest quality of our training and recognition of our certifications**, requiring our experienced specialists a wide range of skills and the most recognized international certifications.
- **We continually update the content of our training offer** to align it with the market needs and requirements of our clients.
- It is this continued commitment on quality that sets us apart in the market and allows us to **train and certify the best and the most recognized professionals**.
- Because our customers are the driving force of our organization and its professionals their added value, BEHAVIOUR® uses the best, the most recognized and current methodologies in the whole process of training and certification, preparing and certifying professionals of the largest and most reputable international organizations ... it is they who make the difference, and it is through them that we ensure the recognition of our brand, **BEHAVIOUR® brand**.

About APMG-International

- **APMG-International** is a leading Examination Institute.
- **APMG-International** accredits professional training and consulting organizations and manages certification schemes for knowledge-based workers.
- **APMG-International** portfolio of certifications includes the internationally recognized Best Management Practice schemes and a range of IT and general management certifications based on international standards and best practices.

About BEHAVIOUR

- **BEHAVIOUR** is an training and consulting group of companies specialized in service management and related leading best practices since 2005, and accredited by APMG-International as an official Authorised Training Organisation (ATO).
- **BEHAVIOUR** is an accredited company by DGERT (Portuguese Quality Training System) and ISO 9001:2008 certified.
- **BEHAVIOUR** is a training and certification company recognized by its partners and its peer's in Europe, USA, Canada, Latin America and Africa.



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