

Jakarta

IT Service Management Systems Auditor/ Lead Auditor Training course (ISO/IEC 20000)

This Lead Auditor Course provides you with the knowledge and skill to conduct and lead effective internal and external ITSMS audits that comply with the requirements of ISO/IEC 20000-1:2011 and which are carried out in accordance with the framework of ISO 19011:2002. The course explains the principles and practices of independent auditing for an ITSMS, and guides delegates through the entire audit process from managing an audit program to reporting on audit results.



What will I learn?

- Describe the purpose of an ITSMS and understand the key fundamentals and processes of an ITSMS
- Understand and apply the requirements ISO/IEC 20000 in the context of an audit
- Plan and conduct an ISO/IEC 20000 audit
- Manage audit communication and interviews
- Report and follow up on an ITSMS audit
- Conduct opening, closing, and follow-up audit meetings
- Integrate ITSMS audits with those for other management systems



How will I benefit?

- Develop lead auditing expertise
- Be able to determine whether your management system (and those of your suppliers) is effective
- Have the confidence to manage internal or third party auditors
- Be able to prepare for third party audits
- Know how to integrate the auditing of ISO/IEC 20000 with other management systems, such as ISO 9001
- Continually improve your IT service provision



Who should attend?

- Internal auditors
- Management representatives
- Compliance Managers
- Those who want to become third party auditors for ISO/IEC 20000
- **Prerequisites:**
It is recommended that delegates have some understanding of IT service management systems and/or auditing principles around another management system standard before attending this course

Duration:

Five Days Training

Investment:

IDR 15.180.000,- /participant

(include lunch, two times coffee break, training material and certificate, exclude PPN 10%)

BSI Training Course
2018

Our Knowledge

We don't just train you to meet standards we create them. As the world's first National Standards Body and a founding member of ISO, no one knows standards like BSI. Our expert knowledge means a lot and when you train with us, you benefit from this expertise.

Our approach

Our high impact accelerated learning approach is proven to fast-track learning by improving knowledge retention and skill application. This course is activity based, resulting in a deeper understanding of material and greater impact on job performance

Our tutors

Our tutors are the best in the business. As experienced assessors, they'll transfer the knowledge you need to embed standards into your organization and develop them through continual improvement.

Your expertise

Our training courses will give you the knowledge and skills to embed the standards that matter to you the most. To promote your professional development, you'll receive a personalized BSI Training Academy certificate that's recognized worldwide.

• Registration

Training Program :
Date :
Company :
Address :
Payment :

No	Name of Participant	Designation / Job Title	Email	Mobile Phone
1				
2				
3				

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