

ISO/IEC 20000-1: 2018 INFORMATION TECHNOLOGIES SERVICE MANAGEMENT SYSTEM AWARENESS TRAINING

TIME (DAY)	1
TRAINING OPTIONS	General Participation & In-House & Online
LANGUAGE	Turkish, English
COURSE CODE/ACCREDITATION	A021675 / CPD

COURSE AIM

ISO / IEC 20000-1: 2018 Lead Auditor training enables you to develop the expertise required to perform a Service Management System (SMS) audit by applying widely recognized audit principles, procedures and techniques. During this training, you will gain knowledge and skills to plan and conduct internal and external audits in accordance with ISO 19011 and ISO / IEC 17021-1 certification process. Based on practical applications, it is aimed that you can specialize in audit techniques and have the competence to manage an audit program, audit team, communication with customers and conflict resolution.

WHO SHOULD ATTEND

- Personnel responsible for the implementation and management of the ISO / IEC 20000-1: 2018 management system,
- Information security consultants,
- Employees in IT departments,
- Those who work in the field of computer technologies, management information systems, software systems and software development technologies and want to install this system in their institutions

COURSE CONTENT

- IT Service management basic definitions and concepts,
- Development of IT service management from ITIL to ITSMS,
- Planning and implementation of service management,
- The requirements of the ISO / IEC 20000-1 service management system standard,
- SLA management, service continuity management, capacity management, information security management and reporting in the service process,
- Customer relations and supplier relationship management,
- Incident and problem management,
- Configuration management, change and version management,
- Certification preparation studies,
- Audit processes

IMPORTANT NOTES

No prior knowledge is required to participate in ISO/IEC 20000-1: 2018 Information Technology Service Management System Awareness Training Course.