

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

TIME (DAY)	2
TRAINING OPTIONS	General Participation & In-House & Online
LANGUAGE	Turkish, English
ACCREDITATION	CPD

COURSE AIM

ISO / IEC 20000-1: 2018 specifies requirements for an organization to establish, implement, maintain and continually improve SMS. These requirements include planning, design, migration, delivery, and improvement of services to meet service requirements and provide value for customers, users and the organization that provides the services.

Internal audit is an essential element of an effective Service Management System (SMS), and by participating in this course you will develop auditing skills that will help improve your organization's SMS performance. You will learn how to audit and report the compliance and effectiveness of an SMS based on ISO / IEC 20000-1: 2018. You will also gain the skills to initiate an audit, prepare and run audit activities, compile and distribute audit reports, and complete follow-up activities.

WHO SHOULD ATTEND

- It is intended for anyone participating in the audit, maintenance or audit of an SMS based on ISO / IEC 20000-1;
- First party / internal auditors, those who coordinate internal audit activities, or those who are interested in monitoring the effectiveness of their organization's service management system (SMS).
- Second party auditors can also benefit by attending this training for existing internal auditors who want to refresh their skills.

COURSE CONTENT

- Describing the guidelines for management system audit according to ISO 19011,
- Implementing the 19011 guidelines to ISO / IEC 20000-1: 2018 audit,
- Integration of SMS audits with those for other management systems,
- Implementing the requirements of ISO / IEC 20000-1: 2018 in the context of an audit,
- Planning the internal audit,
- Preparing for internal audit,
- Reporting the internal audit,
- Performing internal inspection,
- Internal audit closure

This education; It includes presentations, group work and role exercises.

IMPORTANT NOTES

NOTE 1: You should have a good knowledge of ISO / IEC 20000-1: 2018 and the basic principles of SMS. If you are not, we strongly recommend you to attend our ISO / IEC 20000-1: 2018 Awareness training course.

NOTE 2: 70% attendance is mandatory to obtain a training participation certificate.

NOTE 3: In order to get a certificate of achievement in this course, the exam passing grade is 70 points, and the Attendance Certificate will be given to those who cannot get a valid grade.