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

TIME (DAY)	5
TRAINING OPTIONS	General Participation & In-House & Online
LANGUAGE	Turkish, English
COURSE CODE/ACCREDITATION	A021728 / C P D

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

- Auditors who want to conduct and manage Service Management System (SMS) certification audits,
- Managers or consultants who want to master the service management system audit process,
- People responsible for maintaining compliance with SMS requirements,
- Technical experts who want to prepare for a service management system audit,
- Consultants in service management

COURSE CONTENT

- The role of planning, conducting, reporting and monitoring an SMS audit according to ISO 19011 and ISO / IEC 17021
- Advantages of ISO / IEC 20000-1 Service Management System (SMS)
- Relation between ISO / IEC 20000-1, ISO / IEC 20000-2 and other standards and regulatory frameworks,
- Understanding service-based thinking, leadership and process management practices,
- The role of an auditor in the context of ISO 19011,
- Examination types,
- Laws and other conditions,
- Accreditation and certification,
- Benefits of accreditation,
- Those who have a role in audits and their responsibilities
- Auditor characteristics,
- Audit scope and audit objectives,
- Selection of auditors and creating an audit team,
- Stage 1 and 2 examinations,
- Audit planning,
- Preparing a list of questions,
- Opening and Closing meeting,
- Conducting an audit interview,
- Determining nonconformity,
- Audit review,
- Recording and reporting nonconformity,
- Audit reporting,
- Follow-up audits and corrective actions
- rehabilitation
- Exam information and course review
- Exam

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: In order to get a certificate of achievement in education, the exam passing grade is 70 points. If you can't get a valid grade for the certificate we will give attendance certificate only. You have the right to repeat the lead auditor exam 1 time free of charge within 12 months.

NOTE 3: In order to take the exam, at least 70% attendance is compulsory.

NOTE 4: CFECERT has no commitment to CANDIDATE INSPECTION or INTERNSHIP, which should be done after training in order to be able to work as an auditor in any certification institution. This training is a prerequisite for being an auditor/lead auditor, and appointments must be completed before the certification body you will be assigned to. Requirements for being an auditor/lead auditor after training are as follows;

- Vocational education or training equivalent to university education,
- Must have at least four years of full-time work experience in information technologies, with at least two years in a role or position related to information security,
- Must have successfully completed at least five days of training, the scope of which can be evaluated in accordance with the ISMS audits and audit management,
- Before taking responsibility to serve as an auditor, must have gained experience in the entire information security assessment process. It is essential that this experience is provided by participating in at least four certification audits, with a total of at least 20 days, including documentation and risk assessment review, implementation assessment and audit reporting. Includes re-certification audit and surveillance audit. A maximum of 5 days of 20 days is performed as a surveillance examination.

NOTE 5: Also for Lead Auditors;

To take part in at least three full ISMS examinations as an auditor. Participation should include initial scoping and planning, document review and risk assessment, assessment of implementation and formal audit reporting.