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

TIME (DAY)	5
TRAINING OPTIONS	General Participation & In-House & Online
LANGUAGE	Turkish, English
COURSE CODE/ACCREDITATION	A021728 / 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 SOULD 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,
- Persons responsible for maintaining SMS requirements,
- Technical experts who want to prepare for a service management system audit,
- Expert 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)
- Correlation between ISO / IEC 20000-1, ISO / IEC 20000-2 and other standards and regulatory frameworks,
- Understanding service-based thinking, leadership and process management practices,

- Interpreting the previous study,
- The role of an auditor in the context of ISO 19011,
- Audit types,
- Laws and other requirements,
- Accreditation and certification,
- Benefits of accreditation,
- Auditor characteristics,
- Examination process,
- 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,
- Examination review,
- Recording and reporting nonconformity,
- Audit reporting,
- Follow-up audits and corrective actions
- 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.
NOTE 2: In order to get a certificate of achievement in education, the exam passing grade is 70 points, and the Participant Certificate will be given to those who cannot get a valid grade. 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, attendance at least 70% is required.