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Sign up

ISO 20000 Internal Auditor Certification Training

ALL-IN-ONE : EXAM INCLUDED

2 days (14 hours)

Presentation

Our ISO/IEC 20000 Internal Auditor training course will enable you to understand the principles of the Service Management System (SMS), to master its key requirements, and above all to conduct a rigorous and structured internal audit.

You will learn how to plan an audit, conduct interviews, analyze evidence, detect non-conformities and formalize a useful report for the organization.

You'll be able to audit one or more IT processes, identify deviations from the standard, draw up clear findings and propose appropriate corrective actions.

You will also have the tools to monitor these actions with a view to continuous system improvement.

On completion of this course, you'll be in a position to play a central role in your organization's ISO 20000 compliance.

Like all our training courses, this one is aligned with the latest ISO/IEC 20000-1:2018 and includes numerous practical workshops to prepare you for the official exam.

Objectives

- Understand the structure and requirements of ISO/IEC 20000-1.
- Master the stages of internal auditing according to ISO 19011
- Plan, conduct and formalize an IT SMS audit
- Identify non-conformities and propose corrective actions
- Prepare effectively for the ISO 20000 Internal Auditor exam

Target audience

- Quality or ITSM managers
- IT project managers
- Internal auditors or apprentice auditors

Prerequisites

- No prior certification required
- Basic knowledge of IT services or ITIL is a plus
- The course is open to all technical and functional profiles

ISO 20000 Lead Implementer training program

Introduction to IT service management

- Understanding the challenges of IT service management
- Fundamentals of ITSM and ISO 20000
- Structure of ISO 20000-1:2018 and HLS logic
- Differences and links with ITIL, ISO 27001 and ISO 9001

SMS overview and key terminology

- Definition of SMS (Service Management System)
- Key concepts: services, SLA, catalog, incidents, PDCA
- Stakeholders, roles and SMS scope
- Interactions between processes in an IT environment

Framing the implementation project

- Context analysis and mapping of existing services
- SMS scope definition
- Gap analysis and project planning
- Workshop: Performing a gap analysis between existing practices and ISO 20000

Governance, policy and leadership

- Management commitment and communication
- SMS policy and strategic alignment
- Identification of quality risks, opportunities and objectives
- Governance structure and resource management

SMS documentation and information management

- Document management and version control
- Mandatory records and auditability
- Control of service-related information
- Workshop: Drawing up an SMS policy and objective sheet aligned with an SLA

Service, SLA and catalog management

- Building a service catalog
- Definition and management of service levels (SLA, SLR)
- Customer and supplier relationship management
- Alignment between business requirements and services rendered

Support and resolution processes

- Incident management, escalation and communication
- Problem management and interruption prevention
- Follow-up of user requests and operational support
- Workshop: Simulating the management of a critical incident in an IT environment

Change management, configuration and deployment

- Change management processes (types, authorizations)
- Configuration management (CMDB) and asset inventory
- Deployment and production supervision
- Documentation, validation and post-change review

Service continuity, capacity and security

- IT service continuity planning
- Capacity sizing and management
- Integration of security requirements (link with ISO 27001)
- Workshop: Building a service-oriented continuity plan (simplified BCP)

Monitoring, internal audits and management review

- Performance indicators (KPIs) and operational monitoring
- Preparing and carrying out an internal audit
- Management review: objectives, inputs/outputs, decisions
- Corrective action plan and effectiveness monitoring

Continuous improvement and preparation for certification

- PDCA approach applied to SMS
- Follow-up of non-conformities and improvement plans

- Verification of compliance with ISO 20000 requirements
- Workshop: Simulate a management review and evaluate SMS performance

Preparing for the ISO/IEC 20000 Lead Implementer exam

- Exam objectives, format, duration, minimum score
- Advice on how to approach the MCQs/scenarios
- Review of key ISO 20000 requirements
- Mock test + group correction

Companies concerned

This training course is aimed at both individuals and companies, large or small, wishing to train their teams in a new advanced IT technology, or to acquire specific business knowledge or modern methods.

Positioning at training start

Positioning at the start of training complies with Qualiopi quality criteria. As soon as registration is finalized, the learner receives a self-assessment questionnaire which enables us to assess his or her estimated level of proficiency in different types of technology, as well as his or her expectations and personal objectives for the training to come, within the limits imposed by the selected format. This questionnaire also enables us to anticipate any connection or security difficulties within the company (intra-company or virtual classroom) which could be problematic for the follow-up and smooth running of the training session.

Teaching methods

Practical training: 60% hands-on, 40% theory. Training material distributed in digital format to all participants.

Organization

The course alternates theoretical input from the trainer, supported by examples, with brainstorming sessions and group work.

Validation

At the end of the session, a multiple-choice questionnaire verifies the correct acquisition of skills.

Certification

A certificate will be awarded to each trainee who completes the training course.