



BSI Training Academy

ISO/IEC 20000 **Lead Auditor** training course

Essential information about the course

Level **1 C 2 C 3**

This Lead Auditor Course provides you with the knowledge and skill to conduct and lead effective internal and external ITSMS audits that comply with the requirements of ISO/IEC 20000-1:2011 and which are carried out in accordance with the framework of ISO 19011:2002. The course explains the principles and practices of independent auditing for an ITSMS, and guides delegates through the entire audit process from managing an audit program to reporting on audit results.

During the course, you will gain the necessary auditing skill through a balance of classroom tutorials, practical role-playing, group workshops, and open forum discussions. In addition, the course will discuss integrating ISO/IEC 20000-1:2011 audits with those for other management systems, such as ISO 9001:2008.

Our course agenda

Day 1

- Overview of ISO/IEC 20000
- What is an audit?
- The auditor
- Managing an audit programme
- Audit activities

Day 2

- Conducting the audit
- Audit findings
- Audit reporting
- Audit follow-up
- Reflection and feedback

“BSI really helped me understand the core fundamentals of conducting an effective internal audit and what to expect from an external audit. Our trainer was an expert in the field which really helped put our new found knowledge into perspective.” Spotless, Australian-based facility services provider

ISO/IEC 20000 **Internal Auditor** training course

We want to make sure you have the best learning experience possible. That's why we offer a range of training courses from beginner to expert. We create a positive learning environment so you retain the knowledge and acquire the skills that will continue to be of use beyond the course.

Make sure this is the right course for you.

This course is for you if:

- You have understanding of IT service management systems and/or auditing principles around another management system standard
- You need to plan and conduct ISO 20000 audit in your organization
- You want to become third party auditors for ISO/IEC 20000

What's the course like?

- Five days
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You'll receive comprehensive course materials to take away

How will I benefit?

- Develop lead auditing expertise
- Be able to determine whether your management system (and those of your suppliers) is effective
- Have the confidence to manage internal or third party auditors
- Be able to prepare for third party audits
- Know how to integrate the auditing of ISO/IEC 20000 with other management systems, such as ISO 9001
- Continually improve your IT service provision



Upon successful completion of your course, you'll receive an internationally recognized BSI certificate.

Why invest in training from BSI?

When you attend a BSI training course, our tutors are the best in the business. They're truly passionate about sharing their knowledge and ensuring you learn. Trusted experts with years of hands-on and business experience, they bring the subject matter to life with relevant and contemporary examples to enhance your learning.

Training delivered at your site



This could be a convenient and cost-effective option, especially if you have multiple delegates.

Talk to one of our experts to find out more.

Next steps with the BSI Academy



Want to learn more?

You may be interested in our ISO/IEC 20000 Lead Auditor course.