



ISO 20000-1 Internal Auditors Training

By conducting effective internal audits, you can ensure that your organization's IT service management system continually improves. In this two day course, our expert instructors will teach you how to plan, execute and report on an audit of ITSM in an organization assessing its conformance with ISO/IEC 20001:2011 and in accordance with ISO 19011 and ISO 17021.

The course explains the principles and practices of independent auditing for an ITSMS, and guides professionals through the entire audit process from managing an audit program to reporting on audit results.

Lex-Q Certifications internal auditor training guides you how to manage the entire process end-to-end from initiating an audit to reporting on the assessment and conducting a follow-up. This program is a combination of role plays, group exercises and tutorials you will be competent enough to brief how an ITSM audit should be run in line with ISO 2000-1:2011 Standard.



Course Objectives

- + This training enables participants to develop the expertise needed to audit an Information Technology Service Management (ITSM).
- + Understand the roles and responsibilities of the Internal Auditor.
- + To impart real time auditing skills to become globally recognized certified Auditor/Lead Auditor.
- + Identification and reporting of non-conformances in the process audit.
- + Evaluating corrective actions for root cause and effectiveness.
- + How to prepare audit plan, conduct audit, write non-conformances and conduct follow-up verification.
- + How to audit top management commitment and leadership.
- + How to audit processes and their interaction with other processes.
- + Help an organization to meet its goals and objectives.
- + Evaluating whether policies and procedures are being followed.



Few of our clients:

Plumsoft Solutions Pvt. Ltd., Kyros, GTC, C-Tel Info Systems, Wiseman Consulting Services India, TechStar Software Development India and 15 + esteemed clients to add.



Testimonials



“I don't think I've ever gained this much insight in ISO 20000 in this little time before. Your teaching style is outstanding and your personal approach fosters a great learning environment. I left your class greatly encouraged and highly motivated. Thank you.”

- Anil K, *Kyros Soft Tech Ltd.*