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ISO 2000:2018 Internal Auditor

Course No. 138B

ISO/IEC 20001 is the international standard for IT Service Management (ITSM). It sets out the requirements for establishing, implementing, maintaining, and continually improving a service management system (SMS). ISO 20001 ensures consistent, reliable, and high-quality service delivery to customers.

Course Benefits

Participants will learn how to assess the effectiveness of IT service management practices and contribute to continual improvement.

Prerequisites

Basic understanding of IT service principles is recommended. No prior auditing experience is required.

Duration

Three Days (21 hours)

Learning Objectives:

At the end of this course, participants will be able to:

1. Understand the structure and key requirements of ISO 20001:2018
2. Plan, prepare, and execute internal audits
3. Assess conformance and identify areas for improvement
4. Report audit findings and support corrective actions
5. Contribute to the effectiveness of the ITSM system through auditing

Topics Covered:

- Introduction to IT Service Management (ITSM)
- Overview of ISO 20001:2018 Standard
- Detailed Clause-by-Clause Review of ISO 20001
- Introduction to Auditing
- Audit Planning and Preparation
- Conducting the Internal Audit
- Audit Findings and Nonconformities
- Reporting and Follow-up
- Auditor Responsibilities and Competence

Instructor

The course instructor is a Certified Lead Auditor and an IT professional with over 20+ years of experience in implementing ISO 20001 methodologies within organizations.



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Who Should Attend?

This course is designed for IT professionals involved in service management, quality managers and auditors, internal auditors, ITSM process owners, consultants and project managers involved in ITSM, or anyone seeking to support or implement an ISO 20001 audit program.

For More Information

Contact the Training Administrator: training@qpsinc.com or call 1(508)786-0777