ITSMS Auditor / Lead Auditor Training Course
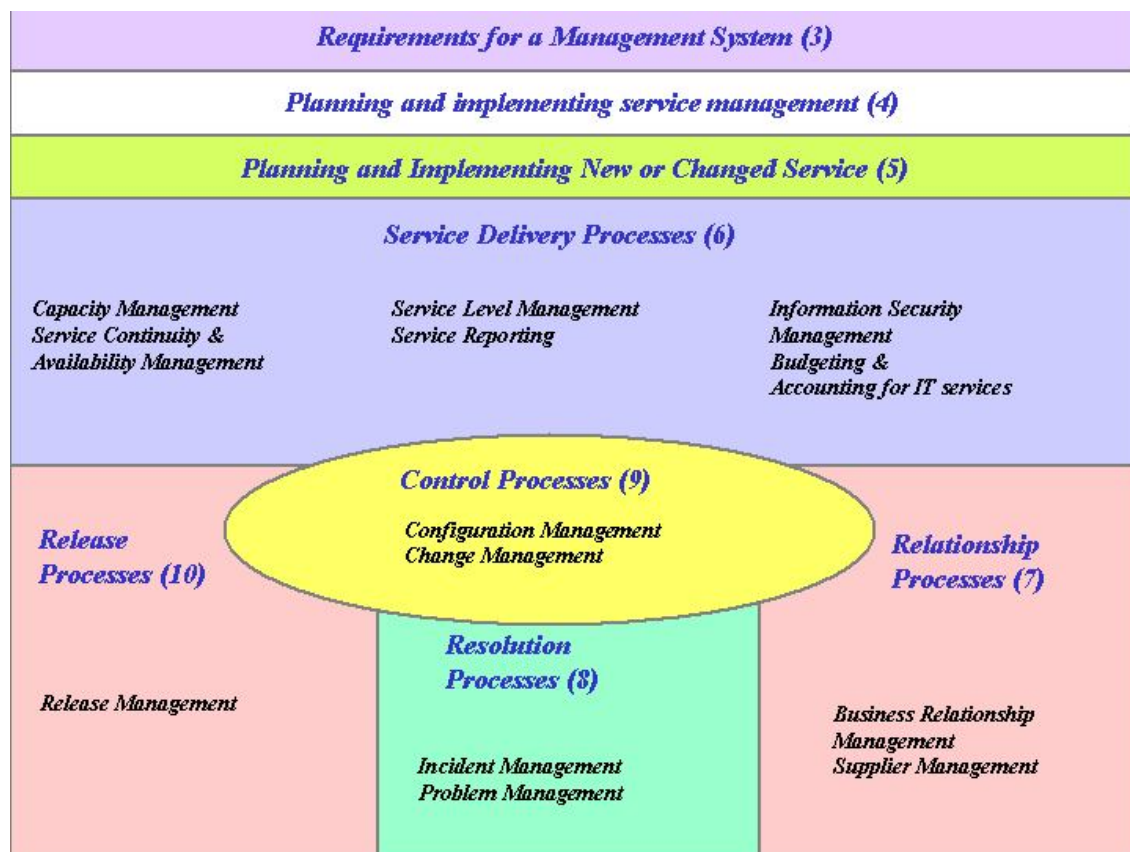
An IRCA Approved Training Course
by
Indian Institute of Quality Management (IIQM)
(Course Approval Number A17448)
(TO Approval Number AO17225)

Requirements for a Management System (3)

Planning and implementing service management (4)

Planning and Implementing New or Changed Service (5)

Service Delivery Processes (6)

Capacity Management
Service Continuity &
Availability Management

Service Level Management
Service Reporting

Information Security
Management
Budgeting &
Accounting for IT services

Control Processes (9)

Configuration Management
Change Management

**Release
Processes (10)**

Release Management

**Relationship
Processes (7)**

Business Relationship
Management
Supplier Management

**Resolution
Processes (8)**

Incident Management
Problem Management

Indian Institute of Quality Management
STQC Directorate
Department of Information Technology
Ministry of Communication & Information Technology

About ITSMS Auditor / Lead Auditor Training Course

This training course is designed for those who wish to become IT Service Management System (ITSMS) auditor/Lead Auditor and is based on ISO 20000-1:2005

Successful qualification in Auditor / Lead Auditor training course is a pre-requisite for IRCA empanelment of ITSMS Auditors.

This training course is an IRCA (International Register of Certificated Auditors) approved training course for Auditors / Lead Auditors. (Approval Number A17448)

Course Objectives

To gain knowledge & skill for conducting ITSMS audits.
Knowledge:

1. Explain the purpose of an Information Technology Service Management System including policies, process-based framework with linked activities to enable the effective management and implementation of all information technology services.
2. Explain the purpose, content and interrelationship of ISO/IEC 20000-1 Part 1 Specification and ISO/IEC 20000-2 Part 2 Code of Practice and ISO/IEC 17799:2005 and ISO/IEC TR 18044:2004.
3. Explain the role of an ITSMS Auditor to plan, conduct, report and follow up an Information Technology Service Management System audit in accordance with ISO 19011.

Skills:
1. Interpret the requirement of ISO/IEC 20000-1 Part 1 in the context of application to an audit
2. Plan, conduct, report and follow up an Information Technology Service Management system audit to the ISO/IEC 20000-1 Part 1 Standard in accordance with ISO 19011 Guidelines for Auditors and by interpreting ISO/IEC 20000-1 Part

Course Contents

The program is Highly Skill Oriented and is based on Accelerated Learning Techniques recommended by IRCA. Following main topics suitably supported with a number of Exercises (Individual as well Team Exercises) are covered.

• ITSMS concepts & benefits	• ISO 20000-1:2000 Requirements
• Correlation with other relevant standards	• ITSMS Processes
• Audit management standard	• Audit fundamentals
• Audit planning	• Audit execution
• Audit reporting	• Audit follow-up
• ITSMS certification process	• IRCA empanelment & code of conduct
• Examination	

Who Should Attend

This training course is meant for those who wish to become ITSMS Auditor. These may be
- IT Service Professionals
- ITSMS Process Owners
- ITSMS Consultants/ Auditors

Pre-requisites

It is expected that participants have completed University level of education. Participants should be working professionals and have undergone one day awareness/foundation training on ITSM processes.

The course focuses on teaching & developing ITSMS audit skills and should not be looked as basis for learning ITSMS.

Assessment and Examination

The training course has built in continuous assessment and a written examination on 5th day afternoon at the conclusion of the course. Successful qualification in both is essential to qualify for Auditor / Lead Auditor certificate. Successful participants will be awarded IIQM, STQC certificate with IRCA logo on it. Other participants shall get participation Certificate from IIQM, STQC.

Course Fee: Please contact to the course coordinator
The course is delivered as a public programme as well as can be conducted
on-site either at STQC premises or at client premises. For details please contact IIQM.

Other details

Each course will have **maximum of 20 participants**.

Medium of course delivery is English.