ISO/IEC 20000 RCB Auditor Course – 2 days

This two-day course is accredited by APMG and provides an orientation to ISO/IEC 20000 for practicing auditors. In particular it is aimed at:

- External Auditors and Assessors working on behalf of Registered Certification Bodies (RCBs) involved in the formal audit and assessment of an organisation's capability with regards to achieving ISO/IEC 20000 certification

- Internal Auditors and Assessors involved in auditing and assessing their own organisation's compliance with the standard.

  Note – Internal auditors involved with preparing their organisation for formal certification should consider attending the 3-day Practitioner course as an alternative.

Pre-requisites: All delegates must be qualified auditors, for example ISO 9001 (IT Sector), ISO 27001, TickIT, IRCA, CISA. Additionally, each delegate should also have a minimum of three years experience in the assessment or auditing of IT and/or Service Management processes and possess good communication skills. This pre-requisite is not so important for internal auditors.

Outcomes: Candidates who pass the APMG ISO/IEC 20000 Auditor's Certificate examination will have demonstrated knowledge and understanding of the application of ISO/IEC 20000 processes in the delivery of quality services, scoping issues and assessment of an organisation's compliance with ISO/IEC 20000. This qualification is accepted by APMG as evidence of an Auditor's competence to work within the APMG Certification Scheme.

Course contents:

- Introductions, background to ISO/IEC 20000
- Service management principles
- The APMG ISO/IEC 20000 certification scheme
- ISO/IEC 20000 Overview – terminology, processes and objectives
- ISO/IEC 20000-1:2018 Service management system (SMS) requirements
- ISO/IEC 20000-2:2012 Guidance on the application of SMS
- ISO/IEC 20000-3:2012 Scope definition and applicability
- Service management toolsets
- ISO/IEC 20000 scoping issues in detail
- The use and application of ISO/IEC 20000
- Examination preparations and practice
- APMG examination (1hour multiple choice).

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Best practice, ISO/IEC 20000, and other related models

Best practice in service management describes the set of basic processes, their benefits and issues, required to operate and manage infrastructure and services effectively and efficiently.

It has been adopted worldwide by many service provider organisations and departments ranging from the largest global corporations to much smaller local companies in all areas of industry in both the private and public sectors.

ISO/IEC 20000 is the worldwide standard for service management. It is closely aligned with best practice principles and also contains management processes which will be familiar to organisations operating other quality standards such as ISO 9001, ISO/IEC 27001, etc.

There is also a coherent relationship between the standard and other widely used models such as COBIT®, SOX, etc as well as the more general quality frameworks such as EFQM®.

Examination

The Auditor Certificate is awarded to candidates who pass a one-hour multiple-choice examination held after completion of the course. This qualification is accepted by APMG as evidence of an Auditor's competence to work within the APMG Certification Scheme.

Course Timings

The course is held over 2 days, with sample exam questions to help familiarise delegates with the nature of typical exam questions. The formal one-hour online examination can be held on a date and time that suits the delegate. The course includes an exam voucher, that is valid for 12 months. However, the delegates are encouraged to take the exam within a month of completing the course.

Your Presenter

Stuart Wright has extensive practical consultancy and auditing experience in the real world and at all levels, in both public and private sector. He is a highly experienced instructor, having trained over 6000 delegates in ITSM related courses over the last 24 years. He has held first lecturer status for multiple examination bodies.

Severn Valley ITSM Ltd
Severn Valley IT Service Management Ltd is accredited by APMG to deliver the full range of APMG accredited ISO/IEC 20000 courses.

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