



**BISHOPS BEECH**



**itSMF Accredited ISO/IEC 20000 Courses**

**IT SERVICE MANAGEMENT TRAINING & CONSULTANCY**

## **ISO/IEC 20000 RCB Auditor Course – 2 days**

This two day course is accredited by itSMF and aimed at:

- External Auditors and Assessors working on behalf of Registered Certification Bodies (RCB): 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 Consultants course.

**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 Service Management processes, and possess good communication skills.

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

### **Course contents:**

- Introductions, background to ISO/IEC 20000
- The itSMF ISO/IEC 20000 certification scheme
- ISO/IEC 20000 Overview – terminology, processes and objectives
- ISO/IEC 20000: Part 1 in detail – The Specification for Service Management
- ISO/IEC 20000: Part 2 overview – the Code of Practice
- Service Management toolsets
- ISO/IEC 20000 scoping issues
- The use and application of ISO/IEC 20000
- Examination preparations and practice
- itSMF Examination (1 hour multiple choice).