

## ISO/IEC 20000 Auditor

Normas ISO

- **Nível:** Avançado
  - **Duração:** 14h
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### Sobre o curso

ISO/IEC20000 Auditor Course provides an effective learning environment for anyone interested in learning how to conduct the ISO/IEC20000 process audit. The course introduces both theoretical and practical knowledge to course participants. Students will learn how to conduct ISO/IEC20000 process audits on their own IT organization as well as provide knowledge support within their own IT organization.

This course is aimed at existing third-party or internal auditors who wish to understand the specific requirements of auditing IT Service Management Systems for conformance with the ISO/IEC 20000 standard.

At the end of this course the student will be able to understand the principles of ITSM and the requirements of the ISO/IEC 20000 standard, how it is used in a typical IT service provider organization, together with the main elements of the certification Scheme.

Specifically, the student will understand:

- The background to ISO/IEC 20000
- The scope and purpose of Parts 1,2,3 and 5 of ISO/IEC 20000 and how these can be used during auditing and certification
- The key terms and definitions used
- ITSM general principles
- The structure and application of ISO/ IEC 20000-1
- The requirements of ISO/IEC 20000-1
- Applicability and scope definition requirements
- The purpose of internal and external audits, their operation and the associated terminology
- The operation of the APMG Certification
- The relationship with best practices and related standards – specifically ITIL®, ISO 9001 and ISO/IEC 27001

## Exame

O curso inclui o respetivo exame de certificação.

Conheça os [prazos limite para realização do exame de certificação](#).

[Contacte-nos](#), caso tenha alguma específica sobre os exames.

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## Pré-requisitos

Candidates are required to have a minimum of three years' experience of auditing in an IT environment since the course does not cover generic principles of Management System auditing.

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## Programa

The course covers the second edition of the standard (ISO/IEC 20000-1:2011) which cancels and replaces the first edition (ISO/IEC 20000-1:2005). Some of the main differences are as follows:

- closer alignment to ISO 9001
- closer alignment to ISO/IEC 27001
- change of terminology to reflect international usage
- clarification of the requirements for the governance of processes operated by other parties
- clarification of the requirements for defining the scope of the SMS
- clarification that the PDCA methodology applies to the SMS, including the service management processes, and the services
- introduction of new requirements for the design and transition of new or changed services

Students who have attended this course are suitably prepared to successfully take the associated ISO/IEC 20000 Auditor certification test.