ISO 20000 INTERNAL AUDITOR CERTIFICATION

As per International Standards

UNICHRONE

Unichrone Training Advantages

- 2 Day Interactive Instructor –led Online/Classroom or Group Training

- Course study materials designed by subject matter experts

- Mock Tests to prepare in a best way

- Highly qualified, expert & accredited trainers with vast experience

- Enrich with Industry best practices and case studies and present trends

- ISO 20000 Internal Auditor course adhered with International Standards

- End-to-end support via phone, mail, and chat

- Convenient Weekday/Weekend ISO 20000 Internal Auditor Training Course schedule

UNICHRONE

About Unichrone

✓ We are a professional training institute with an extensive portfolio of professional certification courses. Our training programs are meant for those who want to expand their horizons by acquiring professional certifications across the spectrum. We train small- and medium-sized organizations all around the world, including in USA, Canada, Australia, UK, Ireland and Germany.
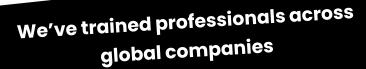
Guaranteed Quality

Handpicked Trainers

Global Presence

Online Training Option

We've trained professionals across global companies

PHILIPS

AXCESS
FINACIAL PRODUCT MANAGEMENT

CLARIANT

AkerSolutions

WÜRTH

baycoat

DUPONT

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accenture

VOLVO

AMA
AMERICAN MEDICAL ASSOCIATION

sitel group

Signify

Atos

LEAR CORPORATION

Importance of ISO 20000 Internal Auditor Certification Training

✓ Internal audits are mandatory for organizations hankering for the ISO 20000 accreditation. This is needed to ensure that they maintain their ITSM with accuracy. Specialization in this domain is possible through attaining the ISO 20000 Internal Auditor Certification. They are the best fit for maintaining the efficacy of information technology management systems. Certified individuals are witnessing their increasing demand in varying sectors. This certification fetches them prestigious, daunting, and lucrative job opportunities.

✓ Consultants, managers, or anybody involved in ITSM audits find the ISO 20000 Internal Auditor Course useful. Aspirants come in contact with instructors who are originally industry experts. They highly benefit from the case studies, and discussions and gain experience from practical assignments. ISO 20000 Internal Auditor Training is very fruitful. Candidates learn about the ISO accreditation benefits for businesses. The course makes them aware of the significance of ITSM implementation, as well. Individuals can understand the responsibilities of an internal auditor.

ELIGIBILITY CRITERIA

✓ Aspirants need not meet any requirements to pursue ISO 20000 Internal Auditor Training Course. However, having prior knowledge of the ISO standard is beneficial.

WHO SHOULD ATTEND

✓ Any professional who wants to advance his/her career in IT Service Management can take up ISO 20000 Internal Auditor Course.

Syllabus of ISO 20000 Internal Auditor Certification Training

Lesson 01 – Information Technology Service Management (ITSM)	
1.	Business Case
2.	Define the Scope of ITSMS
3.	IT Service Management
4.	Benefits of IT Service Management
5.	ITSMS Policy
6.	Documentation of Process and Procedures
7.	Process Approach
8.	Principles of Information Technology
9.	Develop a Project Plan
10.	Accounting the IT Services
11.	Accounting and Budgeting

Lesson 02 –Introduction and Background to ISO/IEC 20000	
1.	What is ISO/IEC 20000?
2.	Benefits of ISO/IEC 20000
3.	ISO/IEC 20000 – Parts

Syllabus of ISO 20000 Internal Auditor Certification Training

Lesson 03 –   Scope
1. General
2. Application

Lesson 04 –   Terms and Definitions
1. Introduction
2. Terms Specific to Management System Standards
3. Terms Specific to Service Management

Syllabus of ISO 20000 Internal Auditor Certification Training

Lesson 05 –Context of the Organisation	
1.	Understanding the Organization and its Context
2.	Understanding the Needs and Expectations of Interested Parties
3.	Determining the Scope of the Service Management System
4.	Service Management System

Lesson 06 – Introduction to Auditing	
1.	Define Auditing
2.	Types of Audit
3.	Audit Terminology
4.	Benefits of Auditing

Syllabus of ISO 20000 Internal Auditor Certification Training

Lesson 07 – Auditing Roles and Principles
1. Auditing Roles
2. Audit Team
3. Maintaining Confidentiality
4. Independence
5. Evidence-Based Approach
6. Integrity
7. Fair Presentation of Audit Reports

Lesson 08 – Responsibilities of the Auditor
1. Management of Personnel
2. Preparing Checklist
3. Scope of Work
4. Managing an Audit Programme
5. Communication at All Levels of Organization

Syllabus of ISO 20000 Internal Auditor Certification Training

Lesson 09 – Skills and Competencies of an Internal Auditor	
1.	Personal Attributes
2.	Skills
3.	Knowledge

Lesson 10 – Purpose of Internal Auditing	
1.	Detection
2.	Sampling for Auditors
3.	Nonconformities
4.	Agreeing Nonconformities
5.	Categorize Nonconformities
6.	Protection and Prevention
7.	Corrective Action
8.	Checking Corrective Action
9.	Listing of Corrective Actions Requests

Syllabus of ISO 20000 Internal Auditor Certification Training

Lesson 11 –Leadership
1. Leadership and Commitment
2. Policy
3. Organizational Roles, Responsibilities, and Authorities

Lesson 12 – Planning
1. Actions to Address Risks and Opportunities
2. Service Management Objectives and Planning to Achieve Them
3. Plan the Service Management System

Syllabus of ISO 20000 Internal Auditor Certification Training

Lesson 13 –Support of the Service Management System	
1.	Resources
2.	Competence
3.	Awareness
4.	Communication
5.	Documented Information
6.	Knowledge

Exam Format of ISO 20000 Internal Auditor Certification

Examination Format	
Exam Name	**ISO 20000 Internal Auditor Exam**
Exam Format	Multiple Choice, Subjective-Online
Total Questions & Duration	30 Questions, 60 minutes
Passing Score	Minimum passing score of 70%
Exam Cost	Included in training fee

To get you fully prepared with the knowledge and skills for the ISO 20000 Internal Auditor, a training session at Unichrone gives immense importance to mock questions at the end of every module and problem-solving exercises within the session. Prepared by certified ISO faculty, the practice tests are a true simulation of the ISO 20000 Internal Auditor Exam.

Contact Us

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https://unichrone.com/