ISO 20000 LEAD AUDITOR CERTIFICATION TRAINING

As per International Standards

UNICHRONE

Unichrone Training Advantages

- ✔ 4 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 Lead Auditor course adhered with International Standards

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

- ✔ Convenient Weekday/Weekend ISO 20000 Lead Auditor Training Course schedule

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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

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LEAR
CORPORATION

Importance of ISO 20000 Lead Auditor Certification Training

✔ ISO 20000 Lead Auditor Certification is awarded to individuals who can demonstrate their IT SMS auditing skills. IT Service Management System (SMS) is instilled in organizations that comply with ISO 20000 Standard. Businesses conduct audits of IT SMS to enhance the effectiveness of IT services and maintain their certification. Certified ISO 20000 Lead Auditors engage in auditing the service management system and drafting reports of the findings.

✔ ISO 20000 Lead Auditors possess the competencies to audit IT SMS as per the requirements of the standard. Such professionals are further responsible for complying with the ITSMS audit processes specified within the ISO 20000 Standard. Such professionals further engage in maintaining the audit team, planning ITSMS audits, and drafting reports of the audit findings.

ELIGIBILITY CRITERIA

✔ Aspirants need not meet any requirements to pursue ISO 20000 Lead 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 ITSM can take up ISO 20000 Lead Auditor Course.

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ISO 20000
LEAD AUDITOR
CERTIFICATION
ADVANTAGES

HELPS
BUILDING
VALUES

CERTIFIES
YOUR TALENT

GLOBAL
RECOGNITION

PERFECT
EXECUTION

BUILDS
CUSTOMER
LOYALTY

MORE
EMPLOYABILITY
OPTIONS

Syllabus of ISO 20000 Lead 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 Lead 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 Lead Auditor Certification Training

Lesson 05 – Context of the Organization
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

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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

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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

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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

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

Lesson 14 –Implementation Guidance and Types
1. Service Delivery Process
2. Resolution Process
3. Relationship Process
4. Control Process

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Lesson 15 – Support of the Service Management System	
1.	Monitoring the Processes
2.	Internal Auditor
3.	Development of Metrics
4.	Performance Indicators and Dashboards
5.	Managing the Reviews
6.	Implementation of the Continual Improvement Programme
7.	Preparing Audits
8.	Managing Contractual Disputes

Lesson 16 – Implementation Guidance and Types	
1.	Operational Planning and Control
2.	Service Portfolio
3.	Relationship and Agreement
4.	Supply and Demand
5.	Service Design, Build, and Transition
6.	Resolution and Fulfilment
7.	Service Assurance

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Lesson 17 –Introduction to Lead Auditor
1.   Definition of Lead Auditor
2.   Benefits of Auditing

Lesson 18 –On-Site Auditing
1.   On-Site Auditing Objectives
2.   Conduct Interview
3.   Create and Evaluate Checklist
4.   Questionnaires for Data Collection
5.   Conduct Document Review
6.   Evaluate the Work Done
7.   Provide Sample

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Lesson 19 –Remote Auditing
1. Introduction
2. Benefits of Remote Auditing
3. Barriers of Remote Auditing
4. Observe Work Through Surveillance at Workplace
5. Types of Surveillance
6. Enhancing Interaction Through Communication
7. Conduct Document Reviews with Auditees
8. Data Analysis

Lesson 20 –Methods
1. Interviews
2. Observations
3. Review of Documents and Records

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Lesson 21 – Audit Report	
1.	Scope of Report
2.	Identify the Criteria of the Report
3.	Identification of Team
4.	Dates and Locations Where Audit Activity is Conducted
5.	Conclusion
6.	Distribution of Lists
7.	Follow Up the Action Plan
8.	Identifying Good Practices
9.	Confirmation that the Objective has been Achieved
10.	Audit Plan Including Schedule

Lesson 22 – Conducting ISO 20000 Audits	
1.	Communication During Auditing
2.	Procedures and Test Plans
3.	Audit Findings and Documentation

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Lesson 23 –Audit Report
1. Conclusion
2. Follow-Up
3. Documentation
4. Quality Reviews
5. Closing Meetings
6. Evaluation of the Action Plan
7. Surveillance Audit
8. Internal Auditor Management Programme

Lesson 24 –Conducting ISO 20000 Audits
1. Monitoring, Measurement, Analysis, and Evaluation
2. Internal Audit
3. Management Review
4. Service Reporting

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Lesson 25–Improvement
1.   Nonconformity and Corrective Action
2.   Continual Improvement

Exam Format of ISO 20000 Lead Auditor Certification

Examination Format	
Exam Name	**ISO 20000 Lead Auditor Exam**
Exam Format	Multiple Choice, Subjective-Online
Total Questions & Duration	20 Questions, 2 Hours
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 Lead 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 Lead Auditor Exam.

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Contact Us

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