ISO/IEC 20000 Auditor Workshop (BS 15000)

Course Objectives

With few exceptions, enterprises today rely upon IT for the delivery of business-critical services - often directly to the end consumer. It is therefore vital to adopt the most efficient and effective approach to the management of IT Services. In many cases, it is not only necessary to deploy best practice solutions, but also be able to prove this. This is equally important for in-house service providers and for commercial sourcing companies alike. “Best practice” for IT Service Management is principally defined in the volumes that comprise ITIL®, the global, industry-accepted library from the Office of Government Commerce (OGC). An ISO Standard now exists, allowing enterprises to be audited against ISO/IEC 20000 by independent third-party organisations. Attaining ISO/IEC 20000 certification is a significant achievement, since enterprises have to demonstrate compliance against the standard as a whole. A complete Service Management solution needs to be in place. Once awarded, enterprises are subject to regular ongoing audits to confirm that they are still compliant. This course provides a very brief overview of the ISO/IEC 20000 standard, and how to audit against this standard in order to ensure compliance to this standard.

Course Outline

- Introduction to IT service management system (ITSM)
- Objectives and benefits of an ITSM
- Code of practice ISO/IEC 20000 Part-2
- Certification specification ISO/IEC 20000 Part-1
- Certification to ISO/IEC 20000 Part-1
- The ISO 20000 series of standards
- Essentials of the Standard
- Audit Planning
- Audit Preparation
- Conducting an Audit
- Recording & Reporting the results
- Audit Follow-Up

Who Should Attend

- Anyone accountable for strategic, tactical and operational decisions for the quality of IT Services (i.e. CXO, IT managers/directors, Operations Managers etc.)
- IT Account/Portfolio Managers, IT Information and Customer Relationships Managers
- IT Service Delivery Managers, Application Development Managers, and IT Support/Service Desk Managers,
- Network Managers, Desktop Support/Administrative, or Productivity & Systems Performance Managers
- Business Process Re-engineering Consultants and Project Implementation Managers
- Management Representatives & Internal Auditors

Training Details

Duration	2 Day
Time	09:00 am to 5.00 pm
Fee	$995.10 per participant *(Inclusive of GST)*

Enquiries

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