



EXQUISITE

PECB

BEYOND RECOGNITION

## Certified ISO/IEC 20000 Lead Auditor



### Master the Audit of IT Service Management Systems (ITSMS) based on ISO/IEC 20000

#### Why Exquisite?

Exquisite is the Authorized Training Partner of PECB.

#### Why should you attend?

ISO/IEC 20000 Lead Auditor training enables you to develop the necessary expertise to perform an IT Service Management System (ITSMS) audit by applying widely recognized audit principles, procedures and techniques. During this training course, you will acquire the necessary knowledge and skills to plan and carry out internal and external audits in compliance with ISO 19011 and ISO/IEC 17021-1 certification process.

Based on practical exercises, you will be able to master audit techniques and become competent to manage an audit program, audit team, communication with customers, and conflict resolution.

#### Who should attend?

- Auditors seeking to perform and lead IT Service Management System certification audits
- Managers or consultants seeking to master an IT Service Management System audit process
- Individuals responsible for maintaining conformance with IT Service Management System requirements
- Technical experts seeking to prepare for an IT Service Management System audit
- Expert advisors in IT Service Management

#### Learning objectives

- ✚ Understand the operations of an IT Service Management System based on ISO/IEC 20000
- ✚ Acknowledge the correlation between ISO/IEC 20000-1, ISO/IEC 20000-2 and other standards and regulatory frameworks
- ✚ Understand an auditor's role to: plan, lead and follow-up on a management system audit in accordance with ISO 19011
- ✚ Learn how to lead an audit and audit team
- ✚ Learn how to interpret the requirements of ISO/IEC 20000-1 in the context of an ITSMS audit
- ✚ Acquire the competencies of an auditor to: plan an audit, lead an audit, draft reports, and follow-up on an audit in compliance with ISO 19011



## COURSE AGENDA

**DURATION: 5 DAYS**

- Day 1 Introduction to the IT Service Management Systems (ITSMS) and ISO/IEC 20000**
- Course objectives and structure
  - Standards and regulatory frameworks
  - Certification process
  - Fundamental principles of service management
  - Service management system (SMS)
- Day 2 Audit principles, preparation, and launching of an audit**
- Fundamental audit concepts and principles
  - Audit approach based on evidence and risk
  - Initiating the audit
  - Stage 1 audit
  - Preparing the stage 2 audit (on-site audit)
  - Stage 2 audit (Part 1)
- Day 3 On-site audit activities**
- Stage 2 audit (Part 2)
  - Communication during the audit
  - Audit procedures
  - Creating audit test plans
  - Drafting audit findings and non-conformity reports
- Day 4 Closing the audit**
- Documentation of the audit and its review
  - Closing the audit
  - Evaluating action plans by the auditor
  - Beyond the initial audit
  - Managing an internal audit program
  - Competence and evaluation of auditors
  - Closing of the training course
- Day 5 Certification Exam**

Course Duration:	5 days
Course Fee:	HK\$12,000 (includes exam fee)
	Early bird discount: Less: 10% one month on/before the scheduled training day OR Less: 10% one group of at least 3 candidates paid at the same time
Courseware:	Training material containing over 450 pages of information and practical examples will be distributed
Language of Delivery:	Cantonese with English Terms
Class Location:	Exquisite Education Centre Unit 3, 21/F., Winning Centre, 29 Tai Yau Street, San Po Kong, Kowloon, Hong Kong
Exam Duration:	3 Hours
Retake Exam:	Yes
	In case of exam failure, you can retake the exam within 12 months for free



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## EXAMINATION

**DURATION: 3 HOURS**

The “PECB Certified ISO/IEC 20000 Lead Auditor” exam fully meets the requirements of the PECB Examination and Certification Programme (ECP). The exam covers the following competency domains:

- Domain 1** Fundamental principles and concepts of an IT Service Management System (ITSMS)
- Domain 2** IT Service Management System (ITSMS)
- Domain 3** Fundamental audit concepts and principles
- Domain 4** Preparation of an ISO/IEC 20000 audit
- Domain 5** Conducting an ISO/IEC 20000 audit
- Domain 6** Closing an ISO/IEC 20000 audit
- Domain 7** Managing an ISO/IEC 20000 audit program

For additional information, please contact us at [info@exquisite-service.com](mailto:info@exquisite-service.com) or Visit [www.exquisite-service.com](http://www.exquisite-service.com)