

## APMG accredited ISO/IEC 20000 Auditor

**A two-day interactive training on auditing and organizational improvement**

### **Introduction:**

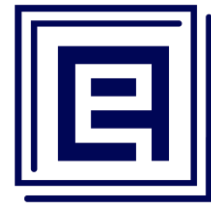
- Organization request that their departments can prove that they are able to provide the required service quality and have appropriate service management processes in place.
- Based on processes, ISO/IEC20000-1:2018 is an internationally recognized standard for Service Management that specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS.
- The requirements include the strategy, design, transition, delivery and improvement of services to fulfill the service requirements as well as the SMS.
- ISO/IEC20000 certification is awarded by APMG to an organization after audits conducted by an accredited Registered Certification Body, which ensure that organization manages an Service Management System in line with the requirements of the standard.

### **Target Audience:**

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

### **Prerequisites:**

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 such as ISO19011 audit technique.



## COURSE DESCRIPTION

**DURATION: 2 DAYS**

- The purpose of the ISO/IEC 20000 Auditor course is to provide sufficient understanding of SMS generally and knowledge of the contents and requirements of the ISO/IEC 20000-1:2018 standard to be able to perform audits against the standard.
- The course covers the third edition of the standard (ISO/IEC 20000-1:2018) which cancels and replaces the second edition (ISO/IEC 20000-1:2011).
- Delegates who have attended this course are suitably prepared to successfully take the associated ISO/IEC 20000 Auditor certification test.

Training Day:	Start Date: 27 May 2021 (Thu) End Date: 28 May 2021 (Fri)
Course Duration:	Every day: 9:30am – 5:30pm
Trainer:	APMG Accredited ISO/IEC 20000 Trainer
Course Fee:	HK\$7,000 (includes exam fee)
Courseware:	Accredited course material in English
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
About Examination:	Multiple choice 40 questions per paper 26 marks required to pass (out of 40 available) - 65%
Exam Duration:	60 minutes
Retake Exam:	No

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)