ISO 20000:2011 Internal Audit

Overview

This course is designed for IT Service Management practitioners and SMS auditor who wishes to do SMS internal audit based on requirement on ISO 20000 standards.

Course Objectives

- To understand the objective of ISMS internal audit based on ISO 20000:2011
- To understand the audit methodology
- To understand the audit technique on auditing Services Management System

Course Content

- Understanding the objectives of internal audit
- Understand the principal of the auditing
- Understanding auditor competence, personel behavior, required knowledge and skills
- Understanding on development audit program
  - Establish audit program
  - Implement audit program
  - Monitoring audit program
  - Review and improve
- Conducting audit
  - Audit preparation
  - Opening Meeting
  - Interview process
  - Process Based Audit
  - Services Audit
    - Configuration management
    - Change and deployment
    - SLA
    - Capacity management
    - IS security and control
    - Supplier management
    - Incident management
  - Review audit evidence against criteria
  - Audit report development
  - Closing meeting
- Follow up audit
- Root cause analysis, corrective action and improvement
- Audit Simulation / Live audit

Duration

This training is 2 days training

Who Should Attend

Supervisor, Manager and Director who wish to implement ISMS based on ISO 20000:2011 and who wish to audit the effectiveness of implementation of ISO 20000:2011