

ISO/IEC 20000-1:2011 Internal Auditor Course

Length: 3 days

Course Description:

This course provides certificate training in performing ISO audits.

Audience:

This course is designed for employees and individuals interested in developing the skills required to perform ISO system audits.

Outline

INTRODUCTION

- About the Course
- Course Schedule
- About the Registrar Accreditation Board

PART 1 — QUALITY AND QUALITY SYSTEMS

- Chapter 1 – What is a Service Management System?
- Chapter 2 – Why implement a SMS
- Chapter 3 – Management Commitment
- Chapter 4 – SMS Implementation

PART 2 — THE ISO SERIES OF STANDARDS

- Chapter 5 – What is ISO?
- Chapter 6 – The Benefits of ISO Registration.
- Chapter 7 – Principles of ISO

PART 3 — ISO/IEC 20000-1:2011 REQUIREMENTS

- Chapter 8 – Scope, Reference and Definitions
- Chapter 9 – Clause 4: Service Management System general requirements

- Chapter 10 – Clause 5: Design and transition of new or changed services
- Chapter 11 – Clause 6: Service Delivery Process
- Chapter 12 – Clause 7: Relationship processes
- Chapter 13 – Clause 8: Resolution processes
- Chapter 14 – Control processes

PART 4 — AUDIT FUNDAMENTALS

- Chapter 14 – Types of Audits
- Chapter 15 – Role of Audit Personnel and Others
- Chapter 16 – Auditor Personal Qualifications and Conduct

PART 5 — THE AUDIT PROCESS

- Chapter 17 – Planning
- Chapter 18 – Preparation
- Chapter 19 – The Opening Meeting
- Chapter 20 – Auditing Tools and Techniques
- Chapter 21 – Findings and Nonconformances
- Chapter 22 – The Closing Meeting
- Chapter 23 – Post-Audit Activities

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APPENDIX A — GLOSSARY

APPENDIX B — LEAD AUDITOR AND

AUDITOR CERTIFICATION REQUIREMENTS

Day 1

- Introduction
- Part 1 – Quality and Quality Systems
- Part 2 – The ISO Series of Standards
- Part 3 – ISO Requirements

Day 2

- Part 4 – Audit Fundamentals
- Introduction to Live Audit
- Quality Manual Review

Day 3

- Part 5 – The Audit Process
- Conducting an audit
- Final Exam