



Exemplar
Global



Lead Auditor ISO/IEC 20000-1

ITSM

Purpose

This Information Technology Service Management System- Lead Auditor Training provides you with the skills to plan, conduct, lead and report audits for first party (within your own organisation), second party (suppliers) and with third party organisations.

Content

Module 1: Information Technology Service Management System

ISO/IEC 20000-1 will enable you to Know standard requirements.

Module 2: Management Systems Auditing

will enable you to conduct audits Techniques of a management systems based on ISO 19011:2018.

Module 3: Leading Audit Teams

will enable you to plan, Organize and direct the activities of an audit team, Prepare the audit report.

Target Group

This course is designed for

- Individuals involved in IT Service Management
- Individuals seeking to gain knowledge about the main processes of IT Service Management Systems (ITSMS)
- Individuals interested to pursue a career in IT Service Management

You will achieve

By the end of this course, you will be able to:

- Understand the elements and operations of an IT Service Management System and its principal processes
- Understand the approaches, methods and techniques used for the implementation and management of an ITSMS

Course Recognition

This certificate enables successful candidates to apply to Exemplar Global (formally RABQSA International) for certification as a provisional auditor when combined with competencies gained from either Exemplar Global-AU or from both Exemplar Global-AU and Exemplar Global-TL.

Why invest with Exemplar Global?

- Format: Online or Class room
- Language: Arabic or English
- Flexibility: could be conducted in one week or separated
- Exam: Assessment During the program
- Save Time & Money: for additional standard no need to reattend module 2 & 3

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