



## **ISO/IEC 20000 Auditors Course**

A 2-day course for practising Auditors who need to understand the requirements of the ISO/IEC 20000 Standard in order to conduct compliance-related activities.

The course is based on the approved, current syllabus, and meets the requirements for preparation for formal examination as an ISO/IEC 20000 Auditor. APMG are the examination body - their Terms and Conditions can be found: <http://www.apmg-international.com/home/TermsandConditions.asp>

Success in the exam leads to the ISO/IEC 20000 Auditor Certificate.

The course covers Parts 1, 2, 3 and 5 of the Standard. Licensed copies of the Standard (Part 1 and Part 2 are included as part of the course materials for each delegate. Parts 3 and 5 will be available in the classroom for reference.

The consultants, and our materials, are accredited with APMG.

The individual Certificate is awarded to candidates passing the relevant examination, which can only be taken as part of an accredited training course.

### **Who should attend?**

The course is aimed at practising auditors with at least 3 years audit experience. The training does not, cover audit techniques or issues surrounding preparation of an organisation for audit. The course ensures students are fully aware of the detailed contents of the ISO/IEC 20000 standard for IT Service Management in order to be able to perform ISO 2000-related activities.

ITSM Foundation certification, whilst not a requirement, is advantageous. Potential students should familiarise themselves with the basic principles of ITIL before the course.

### **Course Objectives**

The objectives of this course are to:

Provide adequate knowledge on the contents and requirements of ISO/IEC 20000.

Provide opportunity to practise knowledge gained during the sessions.

Prepare students to undertake the examination on the final day of the course.

On successful completion of the course delegates should be able to act as an internal/external auditor for ISO/IEC 20000.

### **Course Content:**

Introduction and background to ISO/IEC 20000

The ISO/IEC 20000 certification scheme

ISO/IEC 20000 overview: terminology, process and objectives

ISO/IEC 20000 Part 1 (The Standard) in detail

ISO/IEC 20000 Part 2 (The Code of Practice)

ISO/IEC 20000 Part 3 (Eligibility and Scoping)

ISO/IEC 20000 Part 5 (Incremental Exemplar)

Exam practice and preparation.

**This course is available as a public scheduled course and also as a private single company course.**

**Please see [www.purplegriffon.com](http://www.purplegriffon.com) for dates and locations.**