

IT Service Management Systems (ITSM) Auditor / Lead Auditor Training Course

Duration: 5 Days

This course has adapted the latest ISO 20000-1:2011 standard.

1. Course introduction

IT service management (ITSM) evolved naturally as services became underpinned in time by the developing technology. In its early years, IT was mainly focused on application development – all the new possibilities seeming to be ends in themselves. Harnessing the apparent benefits of these new technologies meant concentrating on delivering the created applications as a part of a larger service offering, supporting the business itself.

Information systems and IT based services are a key component of global trade and any breakdown in these systems can cause a considerable risk to business continuity. Within the context of the ISO/IEC 20000 standard, IT based services should provide confidence that IT service suppliers can design and supply IT services that consistently meet customer needs, for example, to fulfill the service level agreement (SLA).

Based on the International standard, the ISO/IEC 20000-1: Service management system requirements and ISO/IEC 20000-2: Guidance on the application of service management systems, we offered a series of trainings and workshops to help you implement a IT Service Management Systems (ITSMS) and compliance with legislation.

1.1 Successful completion of this 5 Days ITSMS Auditor/Lead Auditor Training Course, you will be able to:

- ❖ Explain the purpose of an Information Technology Service Management System including policies, process-based framework with linked activities to enable the effective management and implementation of all information technology services
- ❖ Explain the purpose, content and interrelationship of ISO/IEC 20000-1 Part 1 Specification and ISO/IEC 20000-2 Part 2 Code of Practice and ISO/IEC 27001 and ISO/IEC TR 18044:2004
- ❖ Explain the role of an ITSMS Auditor to plan, conduct, report and follow up an Information Technology Service Management System audit in accordance with ISO 19011
- ❖ Interpret the requirement of ISO/IEC 20000-1 Part 1 in the context of application to an audit
- ❖ Plan, conduct, report and follow up an Information Technology Service Management system audit to the ISO/IEC 20000-1 Part 1 Standard in accordance with ISO 19011 Guidelines for Auditors and by interpreting ISO/IEC 20000-1 Part 1

1.2 Benefits

- ❖ Successful completion of an IRCA certified ITSMS Auditor/Lead Auditor training course will satisfy the training requirements for IRCA certification to all grades of IT Service Management Systems (ITSMS) auditor. Detailed reference to <http://www.irca.org> ;
- ❖ Recognize your competence;
- ❖ Increase your credibility;
- ❖ International recognition;
- ❖ Increase earning potential;
- ❖ Improve your CV / resume.

1.3 Who should participant this course?

- ❖ Those wishing to implement an IT Service Management Systems (ITSMS) in accordance with ISO/IEC 20000
- ❖ IT professional who operate IT based services
- ❖ ITIL professional
- ❖ Existing auditor who wants to expand their auditing skills
- ❖ Consultants who wish to provide advice on ISO/IEC 20000 implementation

1.4 Requirements and knowledge

- ❖ IRCA recommends all students to have a general background in IT Service Management. An understanding of the processes supporting ITSMS and have a basic knowledge of the requirements of ISO/IEC 20000 Standards.
- ❖ It is recommended that students demonstrate competence in the established IT Service Management processes: e.g. successful completion of a ITIL Foundation Certificate examination, ITSMS Foundation course, on-the-job training or equivalent.
- ❖ Business management and process

1.5 Organizational issues

- ❖ Delegates should note that there are evening works during the course
- ❖ If Minimum number of delegates is 4 (four) and maximum is 20 (twenty). If the students less than 4, the course will be postpone.

1.6 Course structure and content

A combination of tutorials, workshop exercises and role-play, including the following topics:

- ❖ IT Service Management System framework
- ❖ ITSMS related standards and best practices
- ❖ IT Service Management processes
- ❖ IT Service Management Systems (ITSMS) requirements
- ❖ ISO/IEC 20000-1 auditing techniques (ISO 19011)
- ❖ Managing and leading an ITSMS audit team
- ❖ Audit reporting and follow-up
- ❖ Auditor Qualification Examination

1.7 Continuous assessment process

Whilst participating on this course you will be subject to formal assessment as required by IRCA, which will involve two separate elements:-

- ❖ **Continuous assessment** of each delegate undertaken by the course tutor(s) throughout the duration of the course whilst delegates are engaged in undertaking various case studies, collectively or individually, and during the simulated audit exercise.
- ❖ **A formal examination** to be sat by each delegate on the last day of the five day course.

Continuous Assessment will be undertaken by the course tutor(s) on a daily basis and will be recorded in a "Personal Continuous Assessment Record" document. Tutors will use this document to maintain a record of delegate performance throughout the duration of the course.

1.8 Guidance for Syndicate exercise & Syndicate group work

You will be arranged into suitably sized syndicate teams for the purpose of undertaking the various course exercises and role play activities.

Each member of a syndicate team will be expected to undertake the role of Team Leader in turn, and your tutor will advise how this will be done. You should remember that your tutor(s) will have had very little time to get to know you and so teams may not always be suitably selected at first and your tutor may need to make some changes after the first exercise.

Syndicate exercises will require a formal presentation to be made by the Team Leader.

Syndicate Group Working will be undertaken in support of the Simulated Role Play audit and may not always require a formal presentation to be made, however the documents produced by delegates as a result of the syndicate group working should be retained as they will be used for the audit role play activity.

Please remember that some of your fellow delegates may have had more or less experience than yourself, and there may be naturally strong leaders. Try to allow each member of the team to act as Team Leader when it is their turn and respect their role as leader.

We hope that you enjoy the role play activities, none of which should be too difficult for you to attempt. Please note that you will be expected to undertake some of the syndicate exercises and group working in the evenings, and under the supervision of the course tutor(s).

1.9 For those delegates attending this course on a non-residential basis

Please note that it is an IRCA requirement that you are in attendance at all published course times. You should therefore make appropriate travel arrangements to ensure that you arrive in good time each morning, and can fully participate in course work until the published finishing time.

A failure to comply with this requirement could result in your failure to successfully complete the course.

2. Course agenda

Day 1

Session	Time	Activities
1	08:30	Welcome and Registration
2	09:00	Introduction to Tutor(s) and Delegates
3	09:30	Presentation: Course introduction <ul style="list-style-type: none">• Introduction to IRCA Auditor certification programme• Course Overview• Course learning objectives / methodology
4	09:45	Presentation: An Overview of IT Service Management Systems (ITSMS) <ul style="list-style-type: none">• Purpose and benefits of ITSMS• Overview of standards: ISO/IEC 20000-1 and ISO/IEC 20000-2
	10:20	Break
5	10:30	Workshop: PDCA and IT Service Management
	12:00	Lunch
6	13:00	Workshop: Software lifecycle process
7	15:00	Workshop: Security Risk Management, Incident Handling, Business Continuity Management and Disaster Recovery process
8	17:00	Workshop: Legal compliance and conformance
	18:00	End of Day 1

Day 2

Session	Time	Activities
9	08:30	Recap of Day 1 – performance review, continuous assessment
10	09:00	Presentation: Role of the auditor
11	09:30	Workshop: Roles involved in an audit and their responsibilities
12	10:30	Presentation: Process of planning an audit
13	11:00	Workshop: Knowledge and skills required by an ITSMS auditor
	12:00	Lunch
14	13:00	Presentation: Overview of stage 1 audit activities <ul style="list-style-type: none">• Stage 1 audit activities• Document review
15	13:30	Workshop: Identify the ITSMS required objective evidence
16	14:30	Workshop: Perform ITSMS stage 1 audit <ul style="list-style-type: none">• Document review
17	16:30	Workshop: Prepare a stage 1 audit report <ul style="list-style-type: none">• Stage 1 audit summary• Findings
	18:00	End of Day 2

Day 3

Session	Time	Activities
18	08:30	Recap of Day 2 – performance review, continuous assessment
19	09:00	Presentation: Audit plan
20	09:30	Workshop: Prepare an audit plan
21	11:00	Presentation: Preparing for audit work documents
22	11:20	Workshop: Audit checklist
	12:00	Lunch
23	13:00	Presentation: Meetings and Communication
24	13:30	Workshop: Opening meeting
	15:20	Break
25	15:30	Presentation: Overview of Stage 2 audit activities
26	16:00	Workshop: Stage 2 audit, Service management system general requirements
	18:00	End of Day 3

Day 4

Session	Time	Activities
27	08:30	Recap of Day 3 – performance review, continuous assessment
28	09:00	Workshop: Stage 2 audit, Design and transition of new or changed service requirements
29	10:30	Presentation: Audit skills and findings
30	11:00	Workshop: Stage 2 audit on Service Delivery, Relationship, Resolution, Control processes
	12:00	Lunch
	13:00	Workshop: Stage 2 audit(cont.)
31	14:30	Workshop: Audit findings and report
32	16:00	Workshop: Close meeting
	18:00	End of Day 4

Day 5

Session	Time	Activities
33	08:30	Recap of Day 4 – performance review, continuous assessment
34	09:00	Presentation: Corrective and follow-up actions
35	09:30	Workshop: Corrective action
36	11:30	Presentation: Maintenance of certificate
	12:00	Lunch
37	13:00	Q&A: ITSMS review and continuous assessment
38	14:30	Presentation: Examination and training certificate
	15:00	Written examination: ITSMS Auditor / Lead Auditor Examination
	17:00	End of Course