

# APMG Accredited ISO/IEC 20000 Auditor

2 Day Public or Private Course

## Course Overview

This auditing qualification is designed to communicate the details of auditing within the APMG certification scheme guidelines. It includes :

- Introduction and background to ISO/IEC 20000
- The APMG Certification scheme explained
- Use and application of ISO/IEC 20000
- ISO/IEC 20000 Scoping and Eligibility (Applicability)
- ISO/IEC 20000 overview; terminology, processes and objectives
- ISO/IEC 20000-1: 2011 in detail : Service management system requirements
- ISO/IEC 20000-2:2012 overview : Guidance on the application of service management systems
- ISO/IEC 20000-3:2009 overview : Guidance on scope definition and applicability of ISO/IEC 20000-1
- ISO/IEC 20000-4:2010 overview : Process reference model
- ISO/IEC 20000-5:2010 overview : Exemplar implementation plan for ISO/IEC 20000-1
- The role of the service management toolset in certification
- Exam practice and preparations
- Our delegates enjoy pass rates that exceed the average for all other course providers for this qualification.

## Target Audience

The target audience includes auditors who are an employee or associate of a Registered Certification Body, certified internal auditors performing audits

## Delivery Method

Interactive Classroom

## Pre-Requisites

Certified ISO 9001 (IT sector), ISO 27001, TickIT, IRCA, CISA or other equivalent qualified auditor with 3 years general IT auditing experience with good communication skills

or

Certified internal auditor with at least 3 years general auditing of IT and service management processes, and possess good communication skills

## Documentation

Delegates are provided with:

- Copy of the course material
- Copy of the *i*SMF pocket guide: Planning and Achieving ISO/IEC 20000 Certification.
- Access to ISO/IEC 20000-1:2011

## Examination

1 hour 40 multiple choice questions  
26 questions correct out of 40 (65%) to pass