

# Information Technology Service Management Systems Auditor/Lead Auditor Training Course

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**Course Introduction  
(5 Days)**

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## INTRODUCTION

### Course Description

Information Technology Service Management (ITSM) is a process-based practice intended to align the delivery of information technology services with needs of the enterprise, emphasizing benefits to customers. ITSM involves a paradigm shift from managing IT as stacks of individual components to focusing on the delivery of end-to-end services using best practice process models. ISO/IEC 20000 series represents a widely recognized basis for evaluating IT Service Management processes. This series defines a comprehensive and closely related set of service managements processes and comprises two parts, ISO/IEC 20000-1 part 1 Specification (Standard), and ISO/IEC 20000-2 part 2 Code of Practice. Part 1 specifies a set of 13 processes and is the basis of certification, and part 2 contains best practice guidance for IT Service Management processes. The organizations may use both parts to help them developing service management tools, products and system that support best practice service management.

The course objective is to provide students with the knowledge and skills required to perform first, second and third party audits of Information Technology Service Management System against ISO/IEC 20000-1 part 1 Standard conducted in accordance with ISO 19011 Guidelines for Auditors.

### **By the end of this ITSMS Auditor/Lead Auditor training courses, you will be able to:**

- Explain the purpose and business benefit of an Information Technology Service Management System (ITSMS) including policies, process based framework with linked activities to enable the effective management and implementation of all information technology services ;
- Explain the methodology of the PDCA model application to all processes in planning, implementing service management.
- Explain the purpose, content and interrelationship of ISO/IEC 20000-1 part 1 Standard and ISO/IEC 20000-2 part 2 Code of Practice;
- Explain the processes in establishing, implementing, operating, monitoring, reviewing and improving an ITSMS as defined in ISO/IEC 20000-1 PART 1;
- Explain the role of an Information Technology Service Management Auditor to plan, conduct, report and follow up a service management system audit in accordance with ISO 19011;
- Plan, conduct, report and follow up an Information Technology Service Management 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.

## 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 Information Technology Service Management Systems (ITSMS) auditor. Detailed reference to <http://www.irca.org> ;
- Recognise your competence;
- Increase your credibility;
- International recognition;
- Increase earning potential;
- Improve your CV / resume.

## Course structure and content

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

- ITSMS Relevant standards, ISO/IEC 20000-1:2011 part 1, ISO/IEC 20000-2: 2012 part 2, ISO/IEC 27002:2013, ISO 19011:2011 and ISO 17021:2011.
- The purpose of Information Technology Service
- The importance of Information Technology Service Management
- The content and framework of ITSMS
- Auditing to ISO/IEC 20000-1 part 1
- Auditing techniques and skills
- Managing and leading an audit team
- Writing the audit report
- Comprehensive course materials
- Formal written examination - ISO/IEC 20000-1 part 1 Lead Auditor Qualifications.

## Who should attend?

- Those wishing to implement a formal Information Technology Service Management System (ITSMS) in accordance with ISO/IEC 20000-1 PART 1
- Existing auditors who wish to expand their auditing skills
- Consultants who wish to provide advice on ISO/IEC 20000-1 PART 1 systems certification
- IT and Quality Professionals.
- Existing auditors who wish to enhance the knowledge and skills required to perform first, second and third party audits of management systems against ISO 20000, in accordance with ISO 19011 and ISO 17021, as applicable.

## Requirements, Prior knowledge

- Language: English
- Computer skills. E.g. Microsoft Windows, Microsoft Office
- Experiences of ITSMS, ITIL, Cobit, and IT-Governance
- Knowledge of the requirements of ISO 20000 and,
- Knowledge of the following IT service management principles and concepts:
  - the relationship between organizational objectives and the delivery of supporting IT systems and services
  - concepts of organizational governance through financial management and risk management
  - chief interests, priorities and experiences of end users, customers and other stakeholders
  - principles of IT service provision
  - the influence of organizational processes on IT system demands and the impact of changing processes
  - typical technologies underpinning business information systems

## Organizational issues

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

## 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:-

1. 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.
2. A formal examination to be sat by each delegate on the final day of the five day course.

Note:

- A. If a delegate should pass the continuous assessment, but fail the examination, they may re-sit the examination at a later date.
- B. If a delegate fails the examination with a particularly low mark, they will be advised to re-take the entire course.
- C. If a delegate should fail the continuous assessment (less than 60 out of 100 marks) they will not be permitted to take the examination.

**Re-sit of the examination must be taken within 12 months of the original course, and with the original course provider.**

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.

### **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).**

**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.**

## Timetable

### Day 1

Time	Description / Objectives
08:50	Registration/Welcome
09:00	Ice Breaker: Self introduction of Tutors and Delegates
09:30	<b>Presentation 1-</b> Introduction of the training (15 minutes)
10:00	Workshop 1: ITSMS (ISO/IEC 20000-1 PART 1) framework (include 15 minutes break)
12:00	Lunch
13:00	Workshop 2: Process and process approach(include 15 minutes break)
15:00	Workshop 3: ITSMS scope statement
17:00	End of Day 1

### Day 2

Time	Description / Objectives
09:00	Recap of Day 1 – student understanding - performance review
09:30	Workshop 4: ISO/IEC 20000-1 Service Level Agreement (include 15 minutes break)
10:45	Workshop 5: Documentary requirement
12:00	Lunch
13:00	Workshop 6: Service support process map (include 15 minutes break)
15:00	Workshop 7: Audit planning, team composition and document review
17:00	End of Day 2

### Day 3

Time	Description / Objectives
09:00	Recap of Day 2 – student understanding - performance review
09:30	Workshop 8: Audit plan (include 15 minutes break)
10:45	Workshop 9: Audit Checklist
12:00	Lunch
13:00	Workshop 10: Preparation of Opening Meeting (include 15 minutes break)
15:00	Workshop 11: Conduct Opening Meetings
17:00	End of Day 3

## Day 4

Time	Description / Objectives
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09:00	Recap of Day 3 – student understanding – performance review
09:30	Workshop 12: Preparation of On-site Auditing (include 15 minutes break)
10:45	Workshop 13: Conduct On-site Auditing
12:00	Lunch
13:00	Workshop 14: Classification of audit findings
16:10	Workshop 15: Writing nonconformity reports
18:00	End of Day 4

## Day 5

Time	Description / Objectives
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09:00	Recap of Day 4 – student understanding – performance review
09:30	Workshop 16: Preparing audit conclusion and Closing Meeting (include 15 minutes break)
10:45	Workshop 17: Conduct Closing Meeting
12:00	Lunch
13:00	<b>Presentation 2:</b> Audit Report and Corrective/Preventive process
13:30	<b>Presentation 3:</b> ITSMS certification audit
14:00	<b>Presentation 4:</b> Final discussion and Course review <ul style="list-style-type: none"> <li>■ Student course feedback forms – Response</li> <li>■ Course evaluation form</li> <li>■ Examination Briefing</li> </ul>
14:45	Break
15:00	<b>Examination: ITSMS Lead Auditor Examination</b>
17:00	End of Course

## Contact information

### Course information:

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This introduction has been designed and developed by TÜV Asia Pacific Ltd. Any changes or amendments that need to be made or are recommended need to be communicated to:

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