

Course Introduction

For the organization that has IT service management or IT service management system in place, an auditing is a vital process to ensure its effectiveness and efficiency. In this 3-days course, attendee will gain essential knowledge and also practice how to benchmark their ITSM/ITSMS with international accepted standards and guidelines. Not only compliance to ISO standards concern, but also practical recommendation for valuable improvement will be discussed.

Course Objectives

- To understand fundamental principle in IT service management
- To understand international accepted standard and leading practice such as ISO/IEC 20000 and ITIL
- To understand practical approach for auditing based on the ISO 19011
- To understand vital concept and the process of ISO certification audit
- To learn some techniques from the experienced auditor

Learning Level

- Advance

Course Duration

- 3 Days

Target Group

- Service Manager
- IT Manager
- Business Analyst
- IT Auditor

Course Outline

Day 1

- Fundamental Principle in IT Service Management
- International Standards and Leading Practices
- The Plan-Do-Check-Act (PDCA) Model
- Auditing Standards and Guidelines

For More Information & Registration, Please Contact Training Division

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Day 2

- Audit IT Service Management Programme Scope
- Audit Design and Transition of New or Changed Services
- Audit Service Level Management
- Audit Service Reporting
- Audit Service Continuity and Availability Management
- Audit Budgeting and Accounting for Services
- Audit Capacity Management
- Audit Information Security Management

Day 3

- Audit Business Relationship Management
- Audit Supplier Management
- Audit Incident and Service Request Management
- Audit Problem Management
- Audit Configuration Management
- Audit Change Management
- Audit Release and Deployment Management
- Audit Management System Process

Official Training Partner

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