

ISO/IEC 20000-1:2018 - Certified Lead Auditor

Module Information



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What Modules are covered?

Module Information - 1

- 1) Understand IT service management definitions, concepts, and guidelines
- 2) Understand the purpose of the ISO 20000 series
- 3) Understand the roles and responsibilities of the auditor
- 4) Apply ISO 19011:2018 concepts, new terminology and guidelines
- 5) Understand the types of risks and opportunities associated with auditing
- 6) Recognize the principles, practices, and types of audits

Module Information - 2

- 1) Conduct all phases of an audit adopting a risk based approach
- 2) Prepare and present effective reports
- 3) Understand Exemplar Global's certification scheme
- 4) Understand the role of objectives, scope and criteria in the audit process
- 5) Conduct audit team selection
- 6) Initiate the audit and conducting opening meetings
- 7) Understanding Auditing Standards

Module Information - 3

- 1) Understand audit team leader responsibilities
- 2) Communicate effectively during the audit
- 3) Apply the latest auditor techniques and identify appropriate use
- 4) Conduct on-site activities
- 5) Prepare audit conclusions and conduct closing meetings
- 6) SMS Audit Process
- 7) SMS Audit Planning & Preparation
- 8) SMS Audit Execution

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