

CQI and IRCA Certified ISO/IEC 20000 1:2018 Lead Auditor Training Course

Duration 5 Days (08.30 – 18.00)

COURSE DESCRIPTION

“ISO 20000-1:2018 Lead Auditor” competency-based 5-day course teaches a general understanding of the concepts of the ISO 20000-1:2018 standard and the principles and practices of leading management systems and process audits in accordance with ISO 19011:2018, “Guidelines on Auditing Management Systems.” Experienced instructors explain the clauses of ISO 20000-1:2018 in detail and guide students through the entire audit process, from managing an audit program to reporting on audit results. Students gain necessary auditing skills through a balance of formal classroom tutorials, role-playing, group workshops, and open forum discussions.

COURSE AGENDA

Day 1

| Time | Topic |
|-------|--|
| 08.30 | <ul style="list-style-type: none"> ▪ Benefits to you, welcome and introductions ▪ Course aims, objectives and structure <p>KNOWLEDGE</p> <ul style="list-style-type: none"> ▪ First, second and third-party audits ▪ Typical audit activities ▪ Audit objectives, scopes and criteria ▪ Audit resources ▪ Roles and responsibilities and confidentiality ▪ Audit methods ▪ Stage 1 audit ▪ Stage 2 audit ▪ Audit plan ▪ Work documents ▪ Opening meeting ▪ Audit evidence ▪ Effective communication ▪ Audit findings ▪ Audit meetings ▪ Closing meeting ▪ Audit reports ▪ Audit follow-up |
| 17.30 | Close day 1 |

Day 2

| Time | Topic |
|-------|--|
| 08.30 | <ul style="list-style-type: none"> ▪ Day 1 review <p>KNOWLEDGE continued</p> <ul style="list-style-type: none"> ▪ Purpose and benefits of a SMS ▪ Terminology ▪ ISO 20000-1 model and Plan-Do-Check-Act ▪ SMS processes ▪ Identifying legal and other requirements ▪ Role of the SMS auditor ▪ SMS documentation <p>SKILLS</p> <ul style="list-style-type: none"> ▪ Initiating the audit ▪ Document review ▪ Audit plan ▪ Work documents ▪ Opening meeting ▪ Observations ▪ Interviewing 'top management' |
| 18.00 | Close day 2 |

Day 3

| Time | Topic |
|-------|--|
| 08.30 | <p>SKILLS</p> <ul style="list-style-type: none"> ▪ Specimen exam: Sections 1 and 2 review ▪ Process audit preparation ▪ Calibration against any documented information to confirm line-of-sight for the service management system ▪ Auditing the organization's processes: Strategy, operational planning and service quality ▪ Auditing the organization's processes: Service integration and assurance ▪ Auditing the organization's processes: User workplace support ▪ Auditing the organization's processes: Contract assurance |
| 18.00 | Close day 3 |

Day 4

| Time | Topic |
|-------|--|
| 08.30 | <ul style="list-style-type: none"> ▪ Specimen exam: Section 3 review <p>SKILLS</p> <ul style="list-style-type: none"> ▪ Auditing the organization's processes: Risk and compliance ▪ Nonconformities ▪ Closing meeting ▪ Audit report ▪ Audit follow-up ▪ Specimen exam: Section 4 |
| 18.00 | Close day 4 |

Day 5

| Time | Topic |
|-------------|---|
| 08.15 | <ul style="list-style-type: none"> ▪ Hand in homework – audit report ▪ The certification and accreditation process, the role of CQI and IRCA, the CQI and IRCA auditor certification requirements and code of conduct ▪ Final questions/final revision ▪ Evaluation ▪ Introduction/readiness to the exam |
| 10.30 | Exam |
| 12.30 | <u>End of course</u> |

PREREQUISITES

A prior review of the ISO 20000-1: 2018 standard and internal audit experience are suggested for this course.

WHO SHOULD ATTEND

- Individuals interested in conducting first-party, second-party, and third-party audits
- Management Representatives
- Information Security Officers
- Managers
- Security Consultants