

## **ISO 20000 Lead Auditor Program IT Service Management Systems [ITSMS] Training Program**



Master the Audit of IT Service Management Systems (ITSMS) based on ISO/IEC 20000.

This intensive course enables the participants to develop an expertise to support an organization in implementing and managing an IT Service Management System as specified in ISO 20000: Service management (based on ISO 20000), management plan, implementation, surveillance, re-examination and operation of an ITSMS, continuous improvement of IT Service Management Systems, management's commitment, follow-up and review as well as an introduction to ISO 20000 audit certification.

ISO/IEC 20000 is a Service Management Systems (SMS) standard which specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. Most importantly, ISO/IEC 20000 certification validates that a company can continuously improve the delivery of their IT services.

By obtaining ISO/IEC 20000 certification, you will enable your company to have reliable, effective, consistent and continually improved IT services.

### **Benefits of ISO/IEC 20000 certification to your organization:**

- Globally recognized Certification
- Decrease in number of incidents and enhancement of incident management
- Increased customer satisfaction with quality service delivery
- Better comprehension of responsibilities and business targets
- Ability to manage and protect the organization, assets, stakeholders and management
- Improving organization reliability
- Improvement of response times with minimal disruptions to IT service
- Attaining financial savings by efficiently managing costs

## FINAL CERTIFICATION SHALL BE AWARDED BY PECB CANADA

- Ensured continual improvement
- Boosting awareness towards legislative and regulatory acquiescence

### **This Program is ideally suited to following individuals who are:**

- IT Manager, Security consultant wanting to support an organization in the implementation of an ITSMS.
- ISO 20000 auditor who wants to master the ITSMS implementation process.
- Person responsible for the information security or conformity in an organization.
- Information security team member.
- Expert advisor in information technology.

### **Why should you attend?**

ISO/IEC 20000 Lead Auditor training enables you to develop the necessary expertise to perform an IT Service Management System (ITSMS) audit by applying widely recognized audit principles, procedures and techniques. During this training course, you will acquire the knowledge and skills to plan and carry out internal and external audits in compliance with ISO 19011 and ISO/IEC 17021-1 certification process.

Based on practical exercises, you will be able to master audit techniques and become competent to manage an audit program, audit team, communication with customers, and conflict resolution.

After acquiring the necessary expertise to perform this audit, you can sit for the exam and apply for a "PECB Certified ISO/ IEC 20000 Lead Auditor" credential. By holding a PECB Lead Auditor Certificate, you will demonstrate that you have the capabilities and competencies to audit organizations based on best practices.

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**Program is offered by: 3D Educators – Trainers & Consultants**

### Who Should Attend?

- Understand the operations of an IT Service Management System based on ISO/IEC 20000
- Acknowledge the correlation between ISO/IEC 20000, and other standards and regulatory frameworks
- Understand an auditor's role to: plan, lead and follow-up on a management system audit in accordance with ISO 19011
- Learn how to lead an audit and audit team
- Learn how to interpret the requirements of ISO/IEC 20000 in the context of an ISMS audit
- Acquire the competencies of an auditor to: plan an audit, lead an audit, draft reports, and follow-up on an audit in compliance with ISO 19011

# Program Details

## Inauguration

The Training Program will be inaugurated by a senior member of 3DEducators

## Program Structure

Number of classes	5 Full Days
Duration of each class	8-Hour

## Other Learning Activities:

Develop the implementation techniques of ISO guidelines in your organization	1
Presentations by Trainees	1

## About the Program Instructor

ISO 20000 Lead Implementer and Auditor, PECB QMS Registered Lead Auditor, BRC Approved Lead Auditor, The Trainers who are conducting this program have the following positions in the different organization:

- ✓ Lead Auditors
- ✓ ISO Consultants
- ✓ Lead Auditors Accredited Trainers

Highly qualified and experienced tutors with extensive hands-on and successful experience in implementation of ISO 20000 Standards

They trainers are foreign qualified and having the degrees of PhD, MBA, M.Sc., MS. More they are also the member of ISO.

## Program Syllabus

### **Day 1 Introduction to IT Service Management Systems (ITSMS) and ISO/IEC 20000**

- Course objectives and structure
- Standard and regulatory framework
- Certification process
- Fundamental principles of service management
- Service Management System (SMS)

### **Day 2 Audit principles, preparation and launching of an audit**

- Fundamental audit concepts and principles
- Audit approach based on evidence and risk
- Initiating the audit
- Stage 1 audit
- Preparing the stage 2 audit (on-site audit)
- Stage 2 audit (Part 1)

### **Day 3 On-site audit activities**

- Stage 2 audit (Part 2)
- Communication during the audit
- Audit procedures

### **Day 4 Closing the audit**

- Documentation of the audit and its review
- Closing the audit
- Evaluating action plans by the auditor
- Beyond the initial audit
- Managing an internal audit program
- Competence and evaluation of auditors
- Closing the training

## **Examination**

The “PECB Certified ISO/IEC 27001 Lead Auditor” exam fully meets the requirements of the PECB Examination and Certification Program (ECP). The exam covers the following competency domains:

- Domain 1: Fundamental Principles and concept of an Information Security Management System
- Domain 2: Information Security Management System (ISMS)
- Domain 3: Fundamental Audit concept and principles
- Domain 4: Preparation of and ISO/IEC 27001 Audit
- Domain 5: Conducting and ISO/IEC 27001 Audit
- Domain 6: Closing and ISO/IEC 27001 Audit
- Domain 7: Managing and ISO /IEC 27001 Audit System

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**TRAINERS & CONSULTANTS**

3D

**Certification**

After successfully completing the exam, you can apply for the credentials shown on the table below.  
You will receive a certificate once you comply with all the requirements related to the selected credential.

For more information about ISO/IEC 27001 certifications and the PECB certification process, please refer to the Certification Rules and Policies.

<b>Credentials</b>	<b>Exam</b>	<b>Professional Experience</b>	<b>ISM Audit Experience</b>	<b>Other Requirements</b>
PECB Certified ISO/IEC 27001 Professional Auditor	PECB Certified ISO/IEC Lead Auditor Exam or Equivalent	None	None	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 27001 Auditor	PECB Certified ISO/IEC Lead Auditor Exam or Equivalent	<b>Two Years:</b> One Year of Working Experience in Information Security Management System	Audit Activities: a total of 200 hours	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 27001 Lead Auditor	PECB Certified ISO/IEC Lead Auditor Exam or Equivalent	<b>Five Years:</b> Two Year of Working Experience in Information Security Management System	Audit Activities: a total of 300 hours	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 27001 Master	PECB Certified ISO/IEC Lead Auditor Exam or Equivalent and PECB Certified ISO/IEC 27001 Lead Implementer Exam or Equivalent	<b>Ten Years:</b> Six Year of Working Experience in Information Security Management System	Audit Activities: a total of 300 hours	Signing the PECB Code of Ethics

## General information

- Certification fees are included on the exam price
- Training material containing over 450 pages of information and practical examples will be distributed
- A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued
- In case of exam failure, you can retake the exam within 12 months for free

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## **TERMS & CONDITIONS**

### **WITHDRAWAL FROM THE CERTIFICATION**

Students are not allowed to withdraw from the CERTIFICATION. If a student cannot continue the CERTIFICATION his/her fee will be forfeited.

### **CONDUCT AND DISCIPLINE**

A disciplinary action, leading to rustication, will be taken against students whose conduct is found objectionable at any time during the course of study. Reference will be made to 3D Educators code of conduct.

### **EVALUATION AND GRADING**

The performance of students is evaluated through continuous observation of a student's performance in the CERTIFICATION – class participation, submission of assignments, quizzes and exercises.

The student will be examined through three hourly exams conducted at the midterm and a final exam at the end of the program. Total marks for passing the CERTIFICATION will be 70 out of a total of 100.

Students who do not meet the attendance or any other eligibility criteria will not be allowed to appear in the final examination.

The following grading plan will be applicable for the CERTIFICATION:

<b>A</b>	<b>87 - 100</b>
<b>B+</b>	<b>81 - 86</b>
<b>B</b>	<b>72 - 80</b>
<b>C+</b>	<b>66 - 71</b>
<b>C</b>	<b>60 - 65</b>
<b>F</b>	<b>below 60</b>

Students who are unable to appear for the final exam are required to submit a written application stating the reason for not appearing for the exam. 3D EDUCATORS reserve the right to approve or deny such applications. If approved, the student will be allowed to sit for the exam within one month. Failure to do so, the student will be resubmit the examination fee and sit the future schedule exam. Without passing of the exams no certification will be awarded.

## SAMPLE CERTIFICATE



*When Recognition Matters*



### Professional Evaluation and Certification Board

hereby attests that

## Wai Ming Yu

is awarded the title

### PECB Certified ISO/IEC 27001 Lead Auditor

having met all the certification requirements, including all examination requirements, professional experience and adoption of the PECB Code of Ethics

**Certificate Number:** ISLA1002899-2014-02  
**Issue Date:** February 14th, 2014  
This certificate is valid for three years for the purpose of PECB certification

**Issued by:** Faton Tony Aliu, President



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# TRAINERS & CONSULTANTS

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