3D EDUCATORS
Trainers & Consultants

PECB

ISO 20000 Lead Auditor Program

IT Service Management Systems [ITSMS]

PECB CANADA

Who can do?

- 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.

100,000+ Students have been Trained

since 1997

Invest in People the only Asset that Appreciates

Program is offered by

3D EDUCATORS - INT

22 Years of Excellence in Training & Development

🌐 www.3dedudcators.com
✉ info@3deducators.com

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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

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Program Details

Inauguration

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

Program Structure

No of classes	**5 Full Days**
Duration of each	**8-Hour**

Other Learning Activities

Develop the implementation techniques of ISO guidelines In your organization	**01**
Presentations by Trainees	**01**

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.

In Affiliation with

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Trainers & Consultants

RTC
IM
International Management
Research & Technology Consortium

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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)

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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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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.

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Credentials	Exam	Professional Experience	ISM Audit Experience	Other Requirements
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	Two Years: 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	Five Years: Two Year of Working Experience in Information Security Management System	Audit Activities: a total of 300 hours	Signing the PECB Code of Ethics

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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	Ten Years: 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 DIPLOMA/CERTIFICATION

Students are not allowed to withdraw from the Diploma. If a student cannot continue the Diploma 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.

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EVALUATION AND GRADING

The performance of students is evaluated through continuous observation of a student's performance in the Diploma – 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 Diploma will be 60 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 Diploma:

A	87 - 100
B+	81 -86
B	72 - 80
C+	66 - 71

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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 reserves 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.

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ONLINE LIVE CLASSES FACILITY AVAILABLE

- Instructor Led Training
- Real Time Presentations
- Interactive Classes
- Complete Notes and Other Stuff shall be provided through our Secure Student Login Member's Area
- For Online Live Classes, you may please download the Admission Form through our website http://www.3deducators.com. Fill it properly and attached the required document along with Picture and send back to info@3deducators.com with scanned fee submitted voucher in the bank.
- For Pakistan you may submit the fee at any MCB Branch with the title of "3D EDUCATORS-TRAINERS & CONSULTANTS".
- If you are outside Pakistan then you may transfer via Bank to Bank or any western union, Fast Track, Money Gram or else International Transfer Body.
- After Admission, if you don't have GMAIL Account then you are requested to kindly make one GMAIL Account and shared it info@3deducators.com. Then further correspondence shall be made by our institute official.
- Extra Bandwidth Charges shall be incurred.

DISTANCE NOT MATTER

You can join in the live classes Sessions of 3D EDUCATORS – TRAINERS & CONSULTANTS from anywhere of the world.

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PRECAUTIONARY MEASURES

- During Classes, you are requested to make sure that you are in isolated room, where no noise should be there except your voice.

- Kindly Switch Off your Cell Phone during the class, because it will disturb the quorum of class.

- If you have taken the admission in the course online lonely, then ethically it is recommended and suggested that you alone in the class.

- Recording of Lectures are not allowed at your end.

This world is emerging and growing in the 21st Century very rapidly because of latest and remarkable technologies and its advancement. Due to advancement of technology, we 3D EDUCATORS offer Live Interactive class sessions

3D EDUCATORS believe on Information Technology and its systems. Now you can also avail this facility at your home.

CONTACT US

021-34141329, 0333-2402474
021-34857148

info@3deducators.com
http://www.3deducators.com

Get the Admission Form

Download Form ⬇

**MANAGEMENT
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TRAINERS & CONSULTANTS**

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since 1997

Global Recognized Certification from PECB CANADA

PECB

When Recognition Matters

Professional Evaluation and Certification Board

hereby attests that

ALDIN LAYAGUIN

is awarded the title

PECB Certified ISO 20000 Lead Auditor

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

Certificate Number: QMLA1014149-2016-10
Issue Date: October 27, 2016
This certificate is valid for three years for the purpose of PECB certification

Issued by: Faton Aliu, President