



## PECB Certified ISO/IEC 20000 Lead Auditor

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

### 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.

### Course agenda

DURATION: 5 DAYS

- Day 1: Introduction to IT Service Management Systems (ITSMS) and ISO/IEC 20000
- Day 2: Audit principles, preparation and launching of an audit
- Day 3: On-site audit activities
- Day 4: Closing the audit
- Day 5: Certification Exam

### 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