



*When Quality Matters*



## **CCQM CERTIFIED ISO 20000 LEAD AUDITOR**

**MASTERING THE AUDIT OF A SERVICE MANAGEMENT SYSTEM (SMS) BASED ON ISO 20000, IN COMPLIANCE WITH THE REQUIREMENTS OF ISO 19011 AND ISO 17021**

### **SUMMARY**

This five day intensive course enables the participants to develop the necessary expertise to audit a Service Management System (SMS) based on ISO 20000 and to manage a team of auditors by applying widely recognized audit principles, procedures and techniques. During this training, the participant will acquire necessary knowledge and skills to proficiently plan and perform internal and external audits in compliance with ISO 19011 and certification audits according to ISO 17021. Based on practical exercises, the participant will develop the skills (mastering audit techniques) and competencies (managing audit teams and audit program, communicating with customers, conflict resolution, etc.) necessary to efficiently conduct an audit.



## WHO SHOULD ATTEND?

- ▶ Internal auditors and expert advisors in Service Management
- ▶ Auditors wanting to perform and lead Service Management System (SMS) certification audits
- ▶ Project managers or consultants wanting to master the SMS audit process
- ▶ Individuals responsible for the information technology service conformity in an organization
- ▶ Technical experts wanting to prepare for an SMS audit function

## COURSE AGENDA

DURATION: 5 DAYS

### DAY 1 Introduction to Service Management System (SMS) concepts as required by ISO 20000

- ▶ Fundamental principles of service management
- ▶ ISO 20000 certification process
- ▶ Service Management System (SMS)
- ▶ Detailed presentation of the clauses of ISO 20000-1

### DAY 2 Planning and initiating an ISO 20000 audit

- ▶ Fundamental audit concepts and principles
- ▶ Audit the approach based on evidence and risk
- ▶ Preparation of an ISO 20000 certification audit
- ▶ SMS documentation audit
- ▶ Conducting an opening meeting

### DAY 3 Conducting an ISO 20000 audit

- ▶ Communication during the audit
- ▶ Audit procedures: observation, document review, interview, sampling techniques, technical verification, corroboration and evaluation
- ▶ Audit test plans
- ▶ Formulation of audit findings and documenting nonconformities

### DAY 4 Concluding and ensuring the follow-up of an ISO 20000 audit

- ▶ Audit documentation
- ▶ Conducting a closing meeting and conclusion of an ISO 20000 audit
- ▶ Evaluation of corrective action plans
- ▶ ISO 20000 surveillance and internal audit management program

### DAY 5 Certification Exam



## LEARNING OBJECTIVES

- ▶ To acquire the expertise of performing an ISO 20000 internal audit, following the ISO 19011 guidelines
- ▶ To acquire the expertise of performing an ISO 20000 certification audit, following the ISO 19011 guidelines and ISO 17021 specifications
- ▶ To acquire the necessary expertise of performing an SMS audit team
- ▶ To understand the operation of an ISO 20000 conformant service management system
- ▶ To know the interrelationships between ISO/IEC 20000-1, ISO/IEC 20000-2 and ITIL

## EXAMINATION

The “Certified ISO/IEC 20000 Lead Auditor” exam fully meets the requirements of the CCQM Examination and Certification Program (ECP). The exam covers the following competence domains:

### 1 Domain 1: Fundamental principles and concepts in Service Management

Main Objective: To ensure that the ISO 20000 Lead Auditor candidate can understand, interpret and illustrate the main Service Management concepts related to a Service Management System (SMS)

### 2 Domain 2: Service Management System (SMS)

Main Objective: To ensure that the ISO 20000 Lead Auditor candidate can understand, interpret and illustrate the main concepts and components of a Service Management System based on ISO 20000

### 3 Domain 3: Fundamental Audit Concepts and Principles

Main Objective: To ensure that the ISO 20000 Lead Auditor candidate can understand, interpret and apply the main concepts and principles related to an SMS audit in the context of ISO 20000

### 4 Domain 4: Preparation of an ISO 20000 audit

Main Objective: To ensure that the ISO 20000 Lead Auditor candidate can prepare appropriately an SMS audit in the context of ISO 20000

### 5 Domain 5: Conduct of an ISO 20000 audit

Main Objective: To ensure that the ISO 20000 Lead Auditor candidate can conduct efficiently an SMS audit in the context of ISO 20000

### 6 Domain 6: Conclusion and follow-up of an ISO 20000 audit

Main Objective: To ensure that the ISO 20000 Lead Auditor candidate can conclude an SMS audit and conduct follow-up activities in the context of ISO 20000

### 7 Domain 7: Management of an ISO 20000 audit program

Main Objective: To ensure that the ISO 20000 Lead Auditor understands how to establish and manage an SMS audit program

- ▶ The “CCQM Certified ISO/IEC 20000 Lead Auditor” exam is available in different languages, such as English, French, Spanish and Portuguese
- ▶ Duration: 3 hours
- ▶ For more information about the exam, please visit: [www.ccqm.ch](http://www.ccqm.ch)



## CERTIFICATION

- ▶ After successfully completing the exam, participants can apply for the credentials of CCQM Certified ISO/IEC 20000 Provisional Auditor, CCQM Certified ISO/IEC 20000 Auditor or CCQM Certified ISO/IEC 20000 Lead Auditor depending on their level of experience. Those credentials are available for internal and external auditors
- ▶ A certificate will be issued to participants who successfully pass the exam and comply with all the other requirements related to the selected credential:

Credential	Exam	Professional Experience	SMS Audit Experience	SMS Audit Experience	Other Requirements
<b>CCQM ISO 20000 Provisional Auditor</b>	CCQM ISO 20000 Lead Auditor Exam	None	None	None	Signing the CCQM code of ethics
<b>CCQM ISO 20000 Auditor</b>	CCQM ISO 20000 Lead Auditor Exam	<b>Two years</b> One year of SMS work experience	Audit activities totaling 200 hours	None	Signing the CCQM code of ethics
<b>CCQM ISO 20000 Lead Auditor</b>	CCQM ISO 20000 Lead Auditor Exam	<b>Five years</b> Two years of SMS work experience	Audit activities totaling 300 hours	None	Signing the CCQM code of ethics

## GENERAL INFORMATION

- ▶ Certification fees are included in the exam price
- ▶ Participant manual contains over 450 pages of information and practical examples
- ▶ A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued to the participants
- ▶ In case of failure of the exam, participants are allowed to retake it for free under certain conditions

For additional information, please contact us at [info@ccqm.ch](mailto:info@ccqm.ch) | [www.ccqm.ch](http://www.ccqm.ch)