PRACTITIONER TRAINING · IT SERVICE MANAGEMENT

ISO/IEC 20000-1:2018 Internal Auditor Training

Self-paced online training (video) · 25 modules · about 6 hours of video · about 8.5 hours in total · English, with captions

Plan and carry out internal audits of an IT service management system against ISO/IEC 20000-1:2018, clause by clause, following ISO 19011:2026 guidance, from audit programme and checklists to nonconformities and follow-up.

WHO IT IS FOR

Service delivery and service desk managers, change, problem and release managers, supplier and service level managers, IT operations and quality staff, and anyone appointed to carry out internal audits of an ISO/IEC 20000-1 service management system.

WHAT YOU WILL LEARN

- Explain what ISO/IEC 20000-1:2018 requires of internal audits and the audit programme
- Recognise what to expect from a service management system at each stage of its implementation
- Plan a risk-based audit and prepare checklists from the standard and the organisation's own processes
- Audit each clause, from context and the service management plan to service assurance
- Follow one service end to end, sampling tickets, change records and supplier contracts for objective evidence
- Write clear nonconformities, report audit results and follow up corrective actions

MODULES (25)

1. Welcome: why service managemen...
2. The standard through an auditor's...
3. What to expect at each stage
4. Internal audit, terms and principles
5. Context, parties, scope and the SMS
6. Leadership, policy and roles
7. Risks, opportunities and objectives
8. The plan, resources and people
9. Documents and knowledge
10. Operation, planning and other parti...
11. Catalogue, assets and configuration
12. Relationships and service levels
13. Supplier management
14. Budgeting, demand and capacity
15. Change management
16. Design, transition and release
17. Incidents, requests and problems
18. Availability, continuity and security
19. Evaluation and improvement
20. Planning the audit programme to c...
21. Conducting the audit, I opening, sit...
22. Conducting the audit, II evidence,...
23. Findings, closing and follow-up
24. The evidence, function by function
25. An effective audit, end to end

PRICE

US$99 per learner

Per learner, by team size

1–10 learners	**US$99**
11–50 learners	**US$79**
51–200 learners	**US$69**

Excluding taxes.

DURATION

About 8.5 hours in total (6 hours of video)

MODULES

25

FORMAT

Self-paced online training (video)

LANGUAGE

English, with captions

ACCESS

12 months

CERTIFICATE

Sterling Academy Certificate of Competence

Scan for the course page, prices and enrolment