



## Information Technology MANAGEMENT TRAINING COURSES

# ISO/IEC 20000 Auditor Certification Course



## *Based on ISO 19011 Auditing Guidelines*

### WHO SHOULD ATTEND?

Anyone interested in understanding the ISO 19011 guidelines and corresponding techniques for conducting Management System Audits to determine if an organization's policies, procedures and practices conform to ISO/IEC 20000 requirements.

### WHAT WILL YOU LEARN?

- Understand the purpose and intent of the ISO/IEC 20000 standard
- Learn how to conduct an ISO/IEC 20000 audit based on ISO 19011
- Learn how to conduct audit interviews
- Learn how to effectively communicate and report audit results

### MAIN TOPICS

- Introduction to ISO/IEC 20000
- Interpreting the ISO/IEC 20000 requirements
- Fundamentals of Auditing (ISO 19011)
- Auditor Responsibilities
- Audit Planning and Preparation
- Audit Investigation - Case Study
- Classification and Documentation of Audit Findings
- Writing the Audit Summary

- This course includes the ISO/IEC 20000 Fundamentals Course

[http://www.qsiamerica.com/images/ISO\\_20000\\_course\\_in\\_NYC.pdf](http://www.qsiamerica.com/images/ISO_20000_course_in_NYC.pdf)

- Individuals that have taken the ISO/IEC Fundamentals Course need only attend the 2nd and 3rd day of the course.
- The ISO/IEC 20000 Auditor Certification Exam is administered during the afternoon of the 3<sup>rd</sup> day

**FEE** – US\$1,395 per person (Group Discounts Available)

**DATE** – November 2–4, 2010

**SCHEDULE** – 8:30 AM – 5:00 PM (Registration starts at 8:00 AM)

**LOCATION** – 5 Penn Plaza, 23rd Floor, New York City, New York

**TO REGISTER** – [training@qsiamerica.com](mailto:training@qsiamerica.com)

*Venue and date are subject to change based on the number of registrants.*

[www.qsiamerica.com](http://www.qsiamerica.com)