



Information Technology MANAGEMENT TRAINING COURSES

ISO/IEC 20000 Lead Auditor Certification Course



Based on ISO 19011 Auditing Guidelines

WHO SHOULD ATTEND?

All those responsible for Audit Program Management, Management Representatives, ISO Coordinators, Consultants and anyone interested in learning the ISO 19011 guidelines for managing internal and external audit teams, as well as the techniques for determining if a Management System conforms to the requirements of ISO/IEC 20000.

WHAT WILL YOU LEARN?

- Learn how to correctly interpret the ISO /IEC 20000 requirements
- Understand how to plan, prepare, conduct and report the results of an audit
- Learn how to lead teams of internal and external auditors
- Understand the International schemes for certification and accreditation

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 Program Administration

- Audit Investigation - Case Study
- Classification and Documentation of Audit Findings
- Management of Opening and Closing Meetings
- Writing the Audit Summary and the Final Audit Report
- The Corrective & Preventive Action Cycle and Audit Follow-Up

- This course includes the ISO/IEC 20000 Fundamentals Course and the ISO/IEC 20000 Auditor Course.
- Individuals that have taken the ISO/IEC 20000 Fundamentals Course do not have to attend the first day of the Fundamentals Module.
- The ISO/IEC 20000 Lead Auditor Certification Exam is administered during the afternoon of the last day of the course.

FEE – US\$1,895 per person (Group Discounts Available)

DATE – November 1–5, 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

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

www.qsiamerica.com