

IT SERVICE MANAGEMENT (ITSM) AUDIT: ASSESSES THE EFFICIENCY AND EFFECTIVENESS OF IT SERVICE DELIVERY PROCESSES

“Auditing IT Service Delivery to Ensure Efficiency, Reliability, and Continuous Improvement”

Schedule

Date	Venue	Fees (Face-to-Face)
16 – 20 Nov 2026	London – UK	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

In an era where IT services are integral to business operations, organizations must ensure that IT Service Management (ITSM) practices are aligned with strategic goals, compliant with best practices, and continuously improving. An effective ITSM audit helps assess the maturity, control, and performance of service delivery frameworks such as ITIL.

This intensive training course equips auditors, IT managers, and service leaders with the skills to evaluate the efficiency, effectiveness, and governance of ITSM processes. Participants will learn how to assess service quality, customer satisfaction, SLA compliance, and alignment with ITIL and ISO/IEC 20000 standards.

Objectives

By the end of this course, participants will be able to:

- Understand the key components and lifecycle of IT Service Management
- Conduct audits of ITSM processes including incident, problem, change, and service level management
- Assess service quality, responsiveness, and customer satisfaction metrics
- Evaluate ITSM maturity using frameworks like ITIL and ISO/IEC 20000
- Provide recommendations to enhance service delivery, governance, and alignment with business needs

Why Attend

- Gain practical knowledge of how to audit IT services for efficiency and compliance
- Identify gaps in IT service strategy, operations, and performance management
- Enhance audit quality through structured frameworks and reporting practices
- Support service improvement initiatives with objective audit findings
- Align IT service delivery with organizational priorities and digital transformation goals

Target Audience

This program is designed for:

- Internal and IT auditors
- IT service managers and delivery leads
- IT governance and quality assurance professionals
- Compliance and risk officers
- Anyone involved in managing, monitoring, or auditing IT services

Individual Benefits

Key competencies that will be developed include:

- Auditing service management lifecycle processes
- Evaluating SLAs, KPIs, and service performance data
- Understanding ITIL principles and ISO/IEC 20000 audit criteria
- Identifying service delivery risks and inefficiencies
- Crafting audit reports that support service improvement

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved assurance over IT service quality and consistency
- Stronger ITSM controls and governance mechanisms
- Reduced service disruption and improved issue resolution
- Better alignment of IT services with business goals
- Enhanced compliance with service management standards and SLAs

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – ITSM frameworks (ITIL, ISO/IEC 20000), audit scope, and lifecycle coverage
- Case Studies – Service failure investigations and audit reviews
- Workshops – SLA assessments, incident audits, and service maturity evaluations
- Peer Exchange – Sharing audit practices, metrics, and improvement strategies
- Tools – Checklists, audit templates, scorecards, and ITSM reporting formats

Course Outline

Detailed 5-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: ITSM Audit Foundations and Service Lifecycle Overview

- Module 1: IT Service Management Overview (07:30 – 09:30) • ITSM concepts, lifecycle stages, and business alignment • ITIL framework and ISO/IEC 20000 overview
- Module 2: ITSM Governance and Roles (09:45 – 11:15) • Policies, roles, responsibilities, and control objectives
- Module 3: Workshop – Mapping ITSM Controls (11:30 – 01:00) • Review existing controls across ITSM processes
- Module 4: Peer Exchange – Common Service Audit Challenges (02:00 – 03:30) • Group discussion on audit scoping and prioritization

Day 2: Service Operations and Control Auditing

- Module 5: Incident and Request Management Auditing (07:30 – 09:30) • Process evaluation, response times, and escalation procedures • Ticketing system reviews and KPI analysis
- Module 6: Problem and Change Management Auditing (09:45 – 11:15) • Root cause analysis and change risk evaluation • Emergency changes and CAB effectiveness
- Module 7: Workshop – Incident Process Walkthrough (11:30 – 01:00) • Audit an end-to-end service desk process
- Module 8: Case Study – Change Failure Analysis (02:00 – 03:30) • Analyze a real-world change management failure

Day 3: Service Design, Transition and SLA Evaluation

- Module 9: Service Design and Asset Management Audits (07:30 – 09:30) • Configuration management (CMDB), capacity planning, and availability audits
- Module 10: SLA and Performance Monitoring (09:45 – 11:15) • Reviewing SLAs, OLA alignment, and vendor performance
- Module 11: Workshop – SLA Compliance Review (11:30 – 01:00) • Audit service level adherence using real data
- Module 12: Peer Exchange – Designing Audit KPIs (02:00 – 03:30) • Define metrics to assess ITSM effectiveness

Day 4: Maturity Assessment and Service Improvement Auditing

- Module 13: ITSM Maturity Models (07:30 – 09:30) • Using CMMI and ITIL maturity models in audit practice
- Module 14: Continual Improvement and CSI Register Auditing (09:45 – 11:15) • CSI audits, improvement logs, and performance tracking
- Module 15: Workshop – ITSM Maturity Self-Assessment (11:30 – 01:00) • Score and analyze a sample ITSM capability profile
- Module 16: Group Discussion – Audit Findings for Improvement Planning (02:00 – 03:30) • Aligning audit insights with strategic ITSM goals

Day 5: Reporting, Stakeholder Engagement, and Final Review

- Module 17: Reporting ITSM Audit Findings (07:30 – 09:30) • Structuring audit reports, heatmaps, and recommendations
- Module 18: Audit Follow-Up and Monitoring (09:45 – 11:15) • Tracking implementation of audit actions
- Module 19: Final Project – ITSM Audit Simulation (11:30 – 01:00) • Conduct and present a mock ITSM audit
- Module 20: Wrap-Up, Feedback, and Certification (02:00 – 03:30) • Course review and certificate presentation

Certification

Participants will receive a Certificate of Completion in IT Service Management (ITSM) Audit, validating their ability to assess, report, and enhance IT service processes based on global best practices and frameworks.

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