

ISO 20000 IT SERVICE MANAGEMENT SYSTEM (ITSM) LEAD AUDITOR

"Master the Skills to Audit, Evaluate, and Improve IT Service Management Systems Based on ISO/IEC 20000 Standards"

Schedule

Date	Venue	Fees (Face-to-Face)
07 - 11 Dec 2026	Dubai - UAE	USD 3495 per delegate

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

Introduction

ISO/IEC 20000 is the international standard for IT Service Management (ITSM), designed to help organizations establish, implement, maintain, and continually improve a service management system (SMS). As IT services become increasingly critical to business operations, there is a growing demand for skilled professionals who can audit and ensure compliance with this globally recognized standard.

This intensive 5-day training equips participants with the knowledge and practical skills needed to lead ISO 20000 audits effectively. Through detailed discussions, real-world case studies, and hands-on exercises, participants will learn how to assess ITSM processes, evaluate conformity with ISO 20000, and drive continual improvement in service delivery and governance.

Objectives

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

- Understand the structure, requirements, and implementation of ISO/IEC 20000-1:2018
- Plan, conduct, and report internal and external audits of an ITSM system
- Apply risk-based thinking and process auditing techniques
- Evaluate the effectiveness of service management practices and controls
- Lead an audit team in accordance with ISO 19011 and ISO/IEC 17021

Why Attend

- Gain the competence to lead ISO 20000 audits across any IT service organization
- Build credibility as a certified ITSM Lead Auditor
- Support organizational compliance and continual service improvement initiatives
- Develop a thorough understanding of ITSM principles and ISO audit methodology
- Prepare for career advancement in IT governance, compliance, and auditing

Target Audience

This program is designed for:

- ITSM professionals and process owners
- IT auditors, consultants, and quality managers
- Compliance officers and risk managers
- IT operations and service delivery personnel
- Anyone seeking ISO 20000 Lead Auditor certification

Individual Benefits

Key competencies that will be developed include:

- Interpretation and application of ISO/IEC 20000-1 requirements
- Conducting audits using ISO 19011 principles
- Audit planning, checklist development, and evidence collection
- Identifying nonconformities and reporting audit findings
- Effective communication and leadership in audit situations

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved internal audit capability for ISO 20000 compliance
- Better oversight of service quality, risk, and customer satisfaction
- Enhanced alignment of IT services with business objectives
- More effective corrective actions and continual improvement processes
- Stronger audit preparedness for third-party certifications

Instructional Methodology

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

- Strategy Briefings - ISO 20000 structure, clauses, and ITSM principles
- Case Studies - Practical audit scenarios from various IT environments
- Workshops - Audit planning, checklist design, and role-play exercises
- Peer Exchange - Group discussion and experience sharing
- Tools - Audit templates, gap analysis tools, and nonconformity reports

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: ISO/IEC 20000 Fundamentals and ITSM Context

- Module 1: Overview of IT Service Management Systems (07:30 – 09:30) • Purpose, scope, and key principles of ISO 20000
- Module 2: ISO/IEC 20000-1:2018 Requirements – Part I (09:45 – 11:15) • Context of the organization, leadership, and planning
- Module 3: Workshop – Interpreting Clause Requirements (11:30 – 01:00) • Review and discuss documentation and evidence
- Module 4: Case Study – Setting the ITSM Audit Scope (02:00 – 03:30) • Define boundaries and criteria

Day 2: ITSM Processes and Controls

- Module 5: ISO 20000-1:2018 Requirements – Part II (07:30 – 09:30) • Support, operation, service design, delivery, and relationship management
- Module 6: Key Processes – Change, Incident, and Problem Management (09:45 – 11:15) • Evidence requirements and audit focus areas
- Module 7: Workshop – Process Mapping and Evidence Collection (11:30 – 01:00) • Traceability from policies to operational controls
- Module 8: Peer Exchange – Challenges in ITSM Compliance (02:00 – 03:30) • Group experience sharing and mitigation tips

Day 3: Audit Principles and Planning

- Module 9: ISO 19011: Guidelines for Auditing (07:30 – 09:30) • Audit types, principles, and auditor roles
- Module 10: Planning and Preparing for an Audit (09:45 – 11:15) • Audit plans, checklists, sampling, and opening meetings
- Module 11: Workshop – Develop a Full Audit Plan (11:30 – 01:00) • Set objectives, schedule interviews, and assign roles
- Module 12: Case Study – Risk-Based Auditing Approach (02:00 – 03:30) • Prioritize processes based on criticality

Day 4: Audit Execution and Nonconformities

- Module 13: Conducting the Audit – Interviews and Observations (07:30 – 09:30) • Evidence gathering, questioning techniques, and ethics
- Module 14: Nonconformity Identification and Reporting (09:45 – 11:15) • Classification, documentation, and objective evidence
- Module 15: Workshop – Nonconformity Writing and Scoring (11:30 – 01:00) • Draft real nonconformities and corrective actions
- Module 16: Peer Exchange – Handling Audit Conflicts (02:00 – 03:30) • Resolving disagreements and maintaining audit integrity

Day 5: Reporting, Follow-up, and Certification

- Module 17: Audit Report Writing and Presentation (07:30 – 09:30) • Structure, clarity, and feedback mechanisms
- Module 18: Corrective Action Review and Re-Audit Planning (09:45 – 11:15) • Root cause analysis, follow-up, and closure
- Module 19: Final Assessment – Mock Audit Simulation (11:30 – 01:00) • Present audit findings and receive feedback
- Module 20: Wrap-Up, Feedback, and Certification (02:00 – 03:30) • Course review, Q&A, and certificate awarding

Certification

Participants will receive a Certificate of Completion as ISO 20000 ITSM Lead Auditor, confirming their competency to lead, plan, and conduct audits of IT service management systems in accordance with ISO/IEC 20000-1:2018 and ISO 19011.

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