MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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ITIL (INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY) PROCESS AUDIT: REVIEWS ADHERENCE TO ITIL BEST PRACTICES FOR IT SERVICE MANAGEMENT

"Enhancing Service Delivery, Control, and Compliance through ITIL Process Auditing"

Schedule

Date	Venue	Fees (Face-to-Face)
07 – 11 Dec 2026	London, UK	USD 3495 per delegate

Introduction

As organizations strive to align IT services with business goals, the ITIL framework has emerged as a global standard for IT Service Management (ITSM). However, to ensure the consistent application of ITIL best practices, internal and external audits are essential. A robust ITIL process audit not only improves service performance and customer satisfaction but also strengthens IT governance and compliance.

This 5-day intensive course empowers IT auditors, service managers, and compliance professionals to conduct structured ITIL process audits. Participants will gain hands-on experience in evaluating service design, transition, operations, and continual improvement processes—using audit tools, metrics, and real-world examples to assess ITIL conformance and performance effectiveness.

Objectives

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

- Understand the ITIL framework and its core processes across the service lifecycle
- Plan and conduct audits aligned with ITIL and ITSM objectives
- Assess process design, implementation, and operational controls
- Identify gaps, non-conformities, and improvement opportunities
- Report audit findings and develop practical recommendations for process maturity

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Why Attend

- To ensure IT service processes meet ITIL standards and organizational needs
- To strengthen IT governance, controls, and compliance
- To identify inefficiencies and elevate IT service performance
- To prepare for regulatory audits and third-party assessments
- To support continual improvement initiatives within IT service management

Target Audience

This program is designed for:

- IT auditors and internal control professionals
- IT service managers and ITSM practitioners
- Compliance, risk, and governance officers
- Quality assurance and business process analysts
- CIOs, IT directors, and project managers overseeing IT operations

Individual Benefits

Key competencies that will be developed include:

- ITIL process mapping, audit planning, and evidence collection
- Use of KPIs, SLAs, and CSFs in ITSM audit evaluations
- Control testing and gap analysis techniques
- Risk-based audit reporting and stakeholder communication
- Supporting ITIL maturity assessments and service improvements

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Greater adherence to ITIL and ITSM best practices
- Improved IT service performance and incident resolution
- Stronger internal controls and audit readiness
- Actionable insights for IT process optimization
- Increased stakeholder confidence in IT governance

Instructional Methodology

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

- Strategy Briefings: Overview of ITIL lifecycle, audit standards, and frameworks
- Case Studies: ITIL process audits in real ITSM environments
- Workshops: Process walkthroughs, risk identification, and evidence review
- Peer Exchange: Group discussions on service challenges and audit outcomes
- Tools: ITIL audit checklists, maturity models, compliance trackers, and reporting templates

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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: Foundations of ITIL and Audit Planning

- Module 1: Overview of ITIL v4 Framework and Service Lifecycle (07:30 – 09:30) • Service strategy, design, transition, operation, and continual improvement
- Module 2: ITIL Roles, Processes, and Value Streams (09:45 – 11:15) • Key ITSM processes and their interdependencies
- Module 3: Workshop – Mapping ITIL Processes for Audit Readiness (11:30 – 01:00) • Identifying audit points and key control areas
- Module 4: Audit Planning and Scoping (02:00 – 03:30) • Audit criteria, documentation, and stakeholder engagement

Day 2: Auditing Service Strategy and Design

- Module 5: Evaluating Service Portfolio and Demand Management (07:30 – 09:30) • Strategic alignment and resource planning
- Module 6: Service Level and Capacity Management (09:45 – 11:15) • SLA review, capacity metrics, and compliance
- Module 7: Workshop – SLA and Design Document Review (11:30 – 01:00) • Identifying gaps in service definitions and expectations
- Module 8: Information Security and Availability Management (02:00 – 03:30) • Assessing confidentiality, uptime, and risk handling

Day 3: Auditing Service Transition and Change Management

- Module 9: Change, Release, and Deployment Controls (07:30 – 09:30) • Change logs, approval workflows, rollback planning
- Module 10: Configuration and Asset Management (09:45 – 11:15) • CMDB accuracy, asset lifecycle audits
- Module 11: Workshop – Change Process Audit Simulation (11:30 – 01:00) • Sample tickets and control testing
- Module 12: Knowledge Management and Service Validation (02:00 – 03:30) • Documentation standards and test result validation

Day 4: Auditing Service Operations and Support

- Module 13: Incident and Problem Management (07:30 – 09:30) • Ticket classification, response times, and RCA practices
- Module 14: Service Desk and Request Fulfillment (09:45 – 11:15) • Customer support audit trail and satisfaction KPIs
- Module 15: Workshop – Ticket Sampling and Operational Metrics (11:30 – 01:00) • Identifying service bottlenecks and audit red flags
- Module 16: Monitoring, Event, and Access Management (02:00 – 03:30) • System logs, access reviews, and alert handling

Day 5: Reporting, Maturity, and Continual Improvement

- Module 17: ITIL Maturity Assessment and Gap Analysis (07:30 – 09:30) • Using frameworks to assess ITSM capability
- Module 18: Building the ITIL Audit Report (09:45 – 11:15) • Findings, ratings, and remediation guidance
- Module 19: Workshop – Final Report Presentation (11:30 – 01:00) • Communicating audit results to IT leadership
- Module 20: Course Wrap-Up and Certification (02:00 – 03:30) • Action planning and peer feedback

Certification

Participants will receive a Certificate of Completion in ITIL Process Audit, confirming their capability to assess IT service processes against ITIL best practices and contribute to service excellence and compliance.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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