



ISO AUDITOR

Lead Implementor - ISO 2000-1: 2018

Master the requirements of ISO 20000-1 (SMS) with this accelerated classroom/virtual training. Become a certified Internal Auditor or Implementer.

WHY SHOULD YOU TAKE THIS COURSE?

This comprehensive training on ISO 20000 provides participants with the knowledge and skills to understand, implement, and internally audit a Service Management System. You will learn best practices, clauses, and controls to ensure organizational IT service compliance efficiently.

CERTIFICATION BENEFITS

Master the requirements of ISO 20001 (SMS) with this intensive classroom or virtual training. Become a certified Lead Implementor or Internal Auditor.

DURATION

4 Days

EXAM

3 Hours

ACCREDITATION

ISO AUDITOR Certified



LEARNING OBJECTIVES

- Understand the core principles of ISO 20000.
- Learn to implement and manage an SMS.
- Acquire skills to perform effective audits.
- Understand service risk assessment and mitigation strategies.

WHAT YOU'LL LEARN

1. Overview of ISO 20000-1:2018 clauses (4-10).
2. Basic IT service management principles and context.
3. Leadership roles and establishing SMS policies.
4. SMS planning and basic risk management.
5. Overview of service portfolio and catalog management.
6. Basic relationship and supplier management processes.
7. Service design, transition, and deployment overview.
8. Basic resolution and incident fulfillment processes.
9. Fundamentals of internal SMS auditing techniques.
10. Writing and delivering effective internal audit reports.

WHO SHOULD ATTEND?

Professionals seeking ISO 20000 internal certification
IT Service Coordinators
operations staff
and anyone involved in daily SMS management.

COURSE AGENDA

Day 1: Introduction to ISO 20000, Context, and Leadership.

Day 2: Planning, Support, and Risk Management for SMS.

Day 3: Operation and Performance Evaluation.

Day 4: Improvement and Auditing Techniques.

Later Date: Certification Exam.

PREREQUISITES

Basic understanding of SMS concepts.
No prior ISO standard experience is required.

EXAMINATION DETAILS

Exam Duration: 3 Hours

Online/Offline Mode

EXAM COMPETENCY DOMAINS

As per Training Curriculum

CERTIFICATION & CREDENTIALS

To be Explained during Training

GENERAL INFORMATION

Fully Virtual Delivery.

Interactive Workshops.

Official ISO 9001 Study Material.

Certification upon successful completion.

READY TO TAKE THE NEXT STEP?

Visit www.skilluniv.com or contact training@skilluniv.com for enrollment.