



ISO AUDITOR

Lead Auditor - ISO 2000-1: 2018

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

WHY SHOULD YOU TAKE THIS COURSE?

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

CERTIFICATION BENEFITS

Master the requirements of ISO 2000-1 (SMS) with this intensive classroom or virtual training. Become a certified Lead 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. Core Principles of Auditing.
2. Managing an Audit Programme.
3. Conducting the Audit Process.
4. Auditor Competence and Evaluation.
5. Modern Updates (ISO 19011:2026).

WHO SHOULD ATTEND?

Professionals seeking ISO 20000 certification
Compliance Officers
IT Service Managers
and anyone involved in SMS.

COURSE AGENDA

Day 1: The Architecture of Auditing (Principles and Programme Management)..

Day 2: Preparing for the Audit (Initiation and Document Review).

Day 3: Conducting the Audit (Fieldwork, Interviews, and Evidence).

Day 4: Audit Closure, Reporting, and Auditor Competence.

Later Date: Certification Exam.

PREREQUISITES

Certified Implementor or Internal Auditor in ISO 2000-1.
Experienced in the core principles of ISO 2000-1.
Experienced in implementation and management in SMS.

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 2000-1 Study Material.

Certification upon successful completion.

READY TO TAKE THE NEXT STEP?

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