PECB

BEYOND RECOGNITION

## PECB Certified ISO/IEC 20000
Lead Auditor

Master the Audit of IT Service Management Systems (ITSMS) based on ISO/IEC 20000

Why should you attend?

The PECB ISO/IEC 20000 Lead Auditor training course provides you with the necessary knowledge and skills to conduct service management system (SMS) audits in accordance with widely recognized audit principles, procedures, and techniques. This training course has been developed to reflect the importance of an effective SMS audit. It aims to strengthen your skill set regarding the planning and conducting SMS audits in compliance with the requirements of ISO/IEC 17021-1, the recommendations of ISO 19011, and other best practices of auditing.

This training course also provides exercises, quizzes, and practical examples to help you understand the most important aspects of SMS audits. It elaborates, among others, on the practical aspects, such as the interpretation of ISO/IEC 20000-1 requirements in the context of an audit, the application of principles of auditing, the audit methods, the evidence collection and verification, the leading of an audit team, the drafting of nonconformity reports, and the preparation of the final audit report.

The successful completion of the training course is followed by an exam. If you pass the exam, you can apply for the "PECB Certified ISO/IEC 20000 Lead Auditor" credential. The internationally recognized "PECB ISO/IEC 20000 Lead Auditor" certificate demonstrates your professional capabilities and your ability to audit an SMS based on ISO/IEC 20000-1.
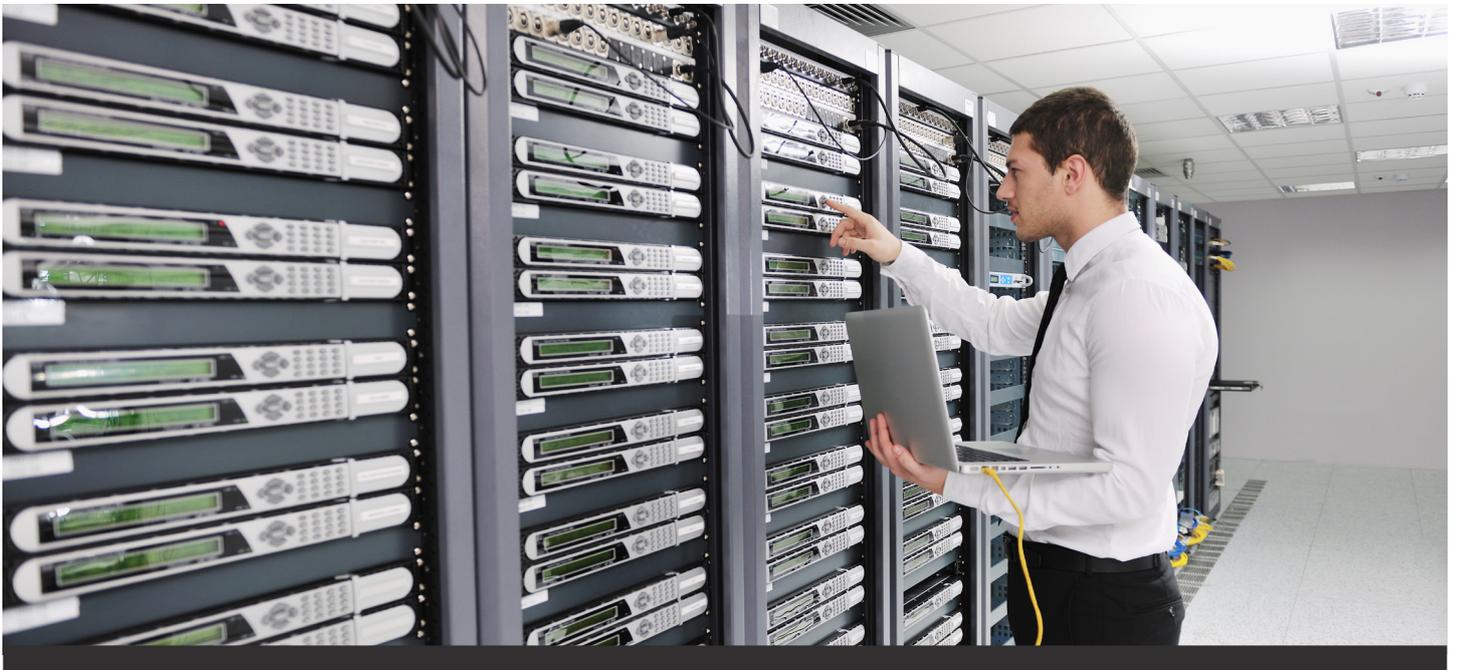
Who should attend?

The ISO/IEC 20000 Lead Auditor training course is intended for:

➤ Auditors seeking to conduct and lead SMS audits
➤ Managers or consultants seeking to master the SMS audit process
➤ Individuals responsible for maintaining conformity to ISO/IEC 20000-1 requirements in an organization
➤ Technical experts seeking to prepare organizations for an SMS certification audit
➤ Expert advisors in service management

Course agenda   Duration: 5 days

Day 1 | Introduction to the SMS and the ISO/IEC 20000 family of standards

➤ Training course objectives and structure
➤ Standard and regulatory framework
➤ Certification process

➤ Fundamental concepts of service management and the SMS
➤ ISO/IEC 20000-1 requirements for an SMS, clauses 4-10

Day 2 | Audit principles and the preparation for and initiation of an audit

➤ Fundamental audit concepts and principles
➤ The impact of trends and technology in auditing
➤ Evidence-based auditing

➤ Risk-based auditing
➤ Initiation of the audit process
➤ Stage 1 audit

Day 3 | On-site audit activities

➤ Preparing for stage 2 audit
➤ Stage 2 audit
➤ Communication during the audit

➤ Audit procedures
➤ Creating audit test plans

Day 4 | Closing the audit

➤ Drafting audit findings and nonconformity reports
➤ Audit documentation and quality review
➤ Closing of the audit
➤ Evaluation of action plans by the auditor

➤ Beyond the initial audit
➤ Managing an internal audit program
➤ Closing of the training course

Day 5 | Final Exam
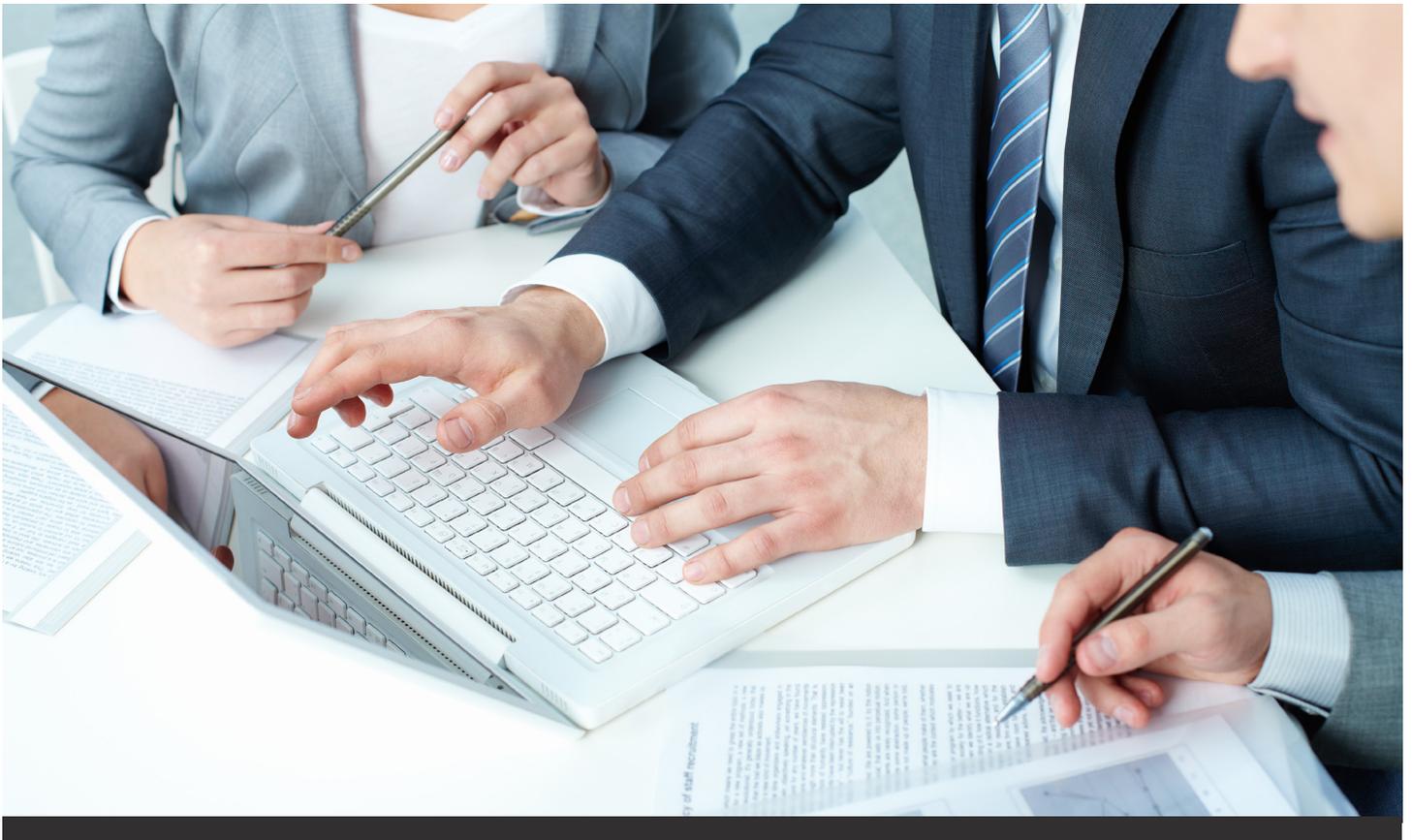
Learning objectives

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

➤ Explain the fundamental concepts and principles of a service management system (SMS) based on ISO/IEC 20000-1

➤ Interpret the ISO/IEC 20000-1 requirements for an SMS from the perspective of an auditor

➤ Evaluate the SMS conformity to ISO/IEC 20000-1 requirements, in accordance with the fundamental audit concepts and principles

➤ Plan, conduct, and close an ISO/IEC 20000-1 audit, in accordance with ISO/IEC 17021-1 requirements, ISO 19011 guidelines, and other best practices of auditing

➤ Manage an ISO/IEC 20000-1 audit program

Examination   Duration: 3 hours

The "PECB Certified ISO/IEC 20000 Lead Auditor" exam fully meets the requirements of the PECB Examination and Certification Program (ECP). It covers the following competency domains:

Domain 1 │ Fundamental principles and concepts of a service management system

Domain 2 │ Service management system requirements

Domain 3 │ Fundamental audit concepts and principles

Domain 4 │ Preparing an ISO/IEC 20000 audit

Domain 5 │ Conducting an ISO/IEC 20000 audit

Domain 6 │ Closing an ISO/IEC 20000 audit

Domain 7 │ Managing an ISO/IEC 2000 audit program

For specific information about exam type, languages available, and other details, please visit the List of PECB Exams and the Examination Rules and Policies.

Certification

After successfully completing the exam, you can apply for one of the credentials shown on the table below. You will receive a certificate once you comply with all the requirements related to the selected credential.

For more information about the ISO/IEC 20000 certifications and the PECB certification process, please refer to the Certification Rules and Policies.

Credential	Exam	Professional experience	MS audit/assessment experience	Other requirements
PECB Certified ISO/IEC 20000 Provisional Auditor	PECB Certified ISO/IEC 20000 Lead Auditor exam, or equivalent	None	None	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 20000 Auditor	PECB Certified ISO/IEC 20000 Lead Auditor exam, or equivalent	**Two years:** One year of work experience in service management	At least 200 hours of audit activities	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 20000 Lead Auditor	PECB Certified ISO/IEC 20000 Lead Auditor exam, or equivalent	**Five years:** Two years of work experience in service management	At least 300 hours of audit activities	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 20000 Senior Lead Auditor	PECB Certified ISO/IEC 20000 Lead Auditor exam, or equivalent	**Ten years:** Seven years of work experience in service management	At least 1000 hours of audit activities	Signing the PECB Code of Ethics

Note: PECB certified individuals who possess both the Lead Implementer and Lead Auditor credentials are qualified for the respective **PECB Master Credential**, given they have taken 4 additional Foundation Exams related to this scheme. For more information about the Foundation Exams and the overall requirements for Master credential, please visit: https://pecb.com/en/master-credentials.

General information

➢ Certification and examination fees are included in the price of the training course.
➢ PECB will provide training materials of over 450 pages of information and practical examples.
➢ An attestation of course completion worth 31 CPD (Continuing Professional Development) credits will be issued to participants who have attended the training course.
➢ In case of exam failure, the candidate can retake the exam once for free within 12 months following the initial exam date.