# 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?

ISO/IEC 20000 Lead Auditor training enables you to develop the necessary expertise to perform an IT Service Management System (ITSMS) audit by applying widely recognized audit principles, procedures and techniques. During this training course, you will acquire the knowledge and skills to plan and carry out internal and external audits in compliance with ISO 19011 and ISO/IEC 17021-1 certification process.

Based on practical exercises, you will be able to master audit techniques and become competent to manage an audit program, audit team, communication with customers, and conflict resolution.

After acquiring the necessary expertise to perform this audit, you can sit for the exam and apply for a "PECB Certified ISO/IEC 20000 Lead Auditor" credential. By holding a PECB Lead Auditor Certificate, you will demonstrate that you have the capabilities and competencies to audit organizations based on best practices.
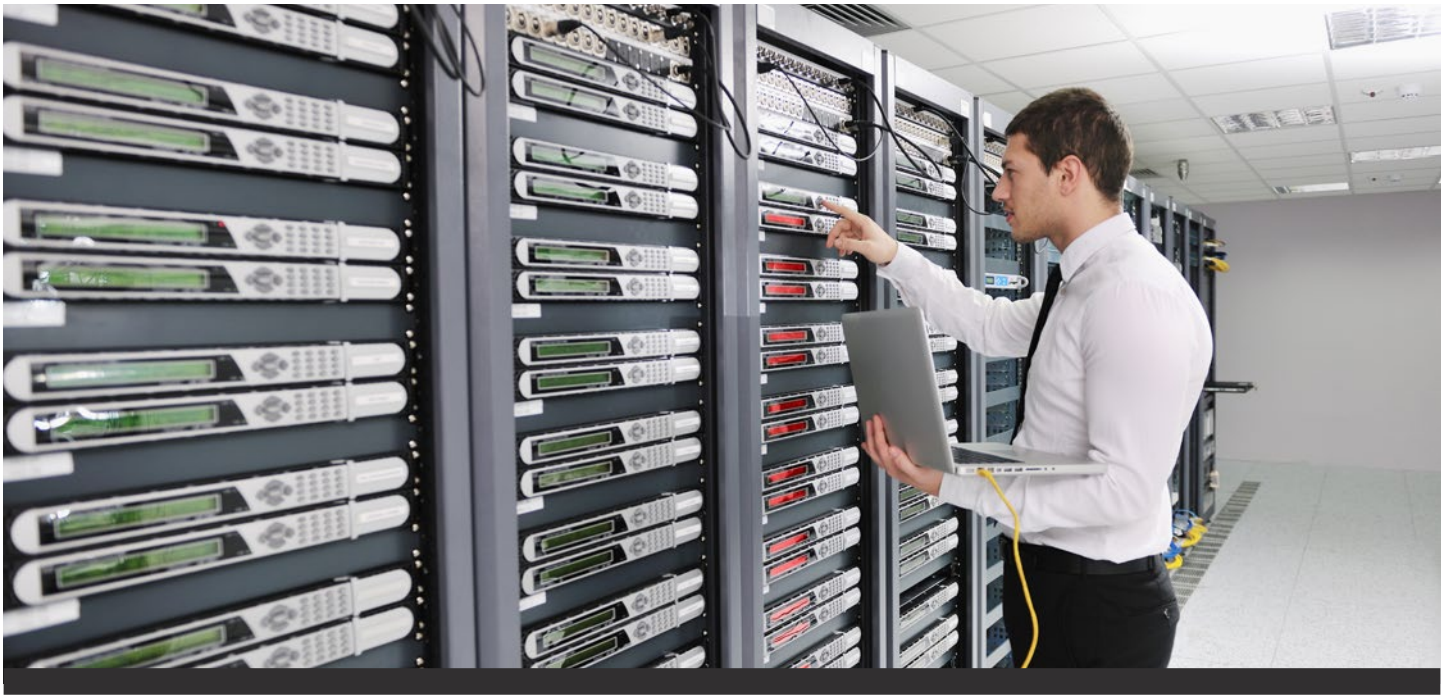
Who should attend?

➤ Auditors seeking to perform and lead IT Service Management System (ITSMS) certification audits
➤ Managers or consultants seeking to master an IT Service Management System audit process
➤ Individuals responsible for maintaining conformance with ITSMS requirements
➤ Technical experts seeking to prepare for an IT Service Management System audit
➤ Expert advisors in IT Service Management

Course agenda

Duration: 5 days

Day 1 | Introduction to IT Service Management Systems (ITSMS) and ISO/IEC 20000

➤ Course objectives and structure
➤ Standard and regulatory framework
➤ Certification process

➤ Fundamental principles of service management
➤ Service Management System (SMS)

Day 2 | Audit principles, preparation and launching of an audit

➤ Fundamental audit concepts and principles
➤ Audit approach based on evidence and risk
➤ Initiating the audit

➤ Stage 1 audit
➤ Preparing the stage 2 audit (on-site audit)
➤ Stage 2 audit (Part 1)

Day 3 | On-site audit activities

➤ Stage 2 audit (Part 2)
➤ Communication during the audit
➤ Audit procedures

➤ Creating audit test plans
➤ Drafting audit findings and non-conformity reports

Day 4 | Closing the audit

➤ Documentation of the audit and its review
➤ Closing the audit
➤ Evaluating action plans by the auditor
➤ Beyond the initial audit

➤ Managing an internal audit programme
➤ Competence and evaluation of auditors
➤ Closing the training

Day 5 | Final Exam
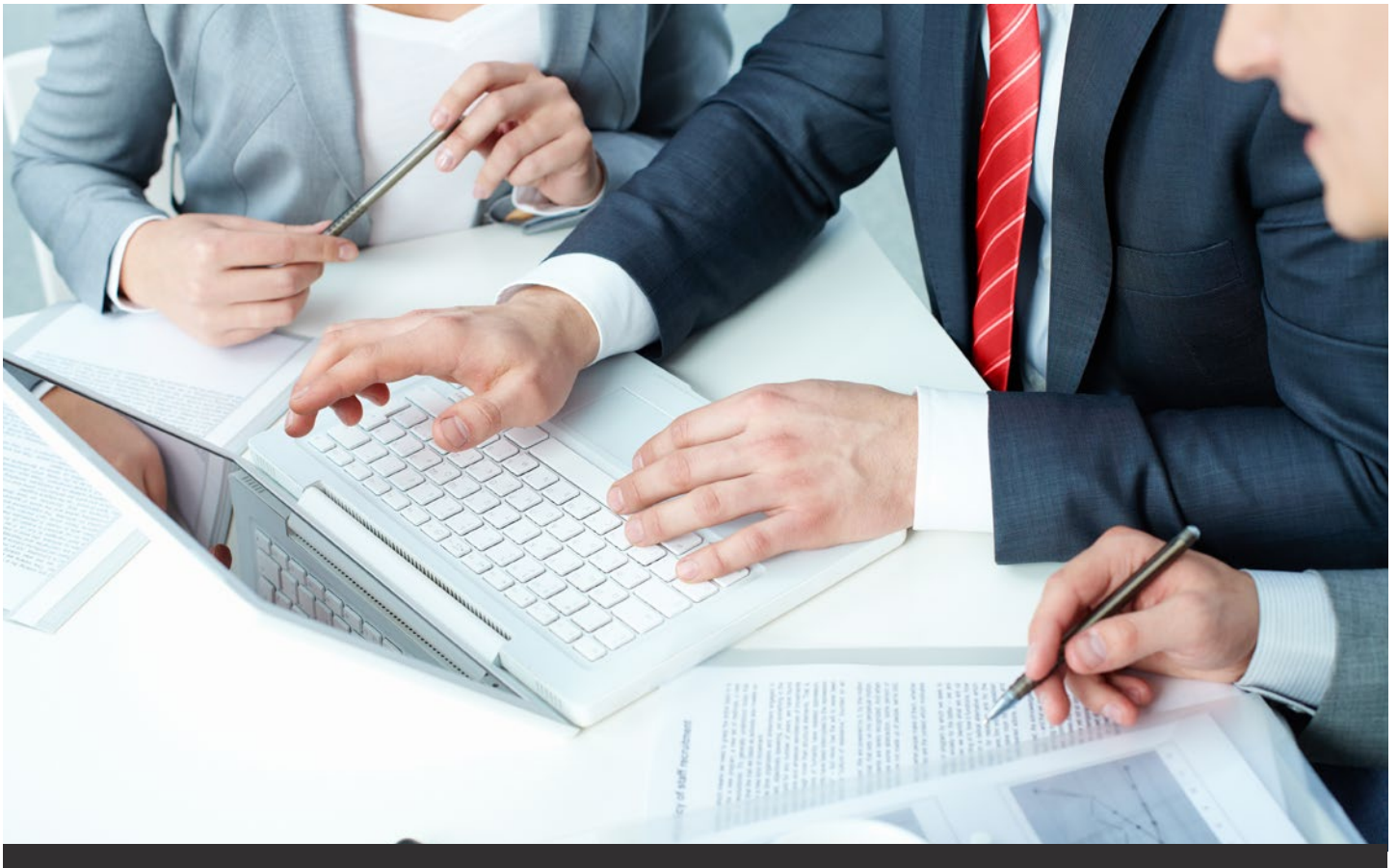
Learning objectives

- Understand the operations of an IT Service Management System (ITSMS) based on ISO/IEC 20000
- Acknowledge the correlation between ISO/IEC 20000-1, ISO/IEC 20000-2 and other standards and regulatory frameworks
- Understand an auditor's role to: plan, lead and follow-up on a management system audit in accordance with ISO 19011
- Learn how to lead an audit and audit team
- Learn how to interpret the requirements of ISO/IEC 20000-1 in the context of an ITSMS audit
- Acquire the competencies of an auditor to: plan an audit, lead an audit, draft reports, and follow-up on an audit in compliance with ISO 19011

Examination   Duration: 3 hours

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

Domain 1 | Fundamental principles and concepts of an IT Service Management System (ITSMS)

Domain 2 | IT Service Management System (ITSMS)

Domain 3 | Fundamental audit concepts and principles

Domain 4 | Preparation of an ISO/IEC 20000-1 audit

Domain 5 | Conducting an ISO/IEC 20000-1 audit

Domain 6 | Closing an ISO/IEC 20000-1 audit

Domain 7 | Managing an ISO/IEC 20000-1 audit program

For more information about exam details, please visit Examination Rules and Policies.

Certification

After successfully completing the exam, you can apply for 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 ISO/IEC 20000 certifications and the PECB certification process, please refer to the
Certification Rules and Policies.

Credential	Exam	Professional experience	ITSMS audit experience	Other requirements
PECB Certified ISO/IEC 20000 Provisional Auditor	ISO/IEC 20000 Lead Auditor exam or equivalent	None	None	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 20000 Auditor	ISO/IEC 20000 Lead Auditor exam or equivalent	**Two years:** One year of work experience in IT Service Management	Audit activities: a total of 200 hours	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 20000 Lead Auditor	ISO/IEC 20000 Lead Auditor exam or equivalent	**Five years:** Two years of work experience in IT Service Management	Audit activities: a total of 300 hours	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 20000 Master	ISO/IEC 20000 Lead Auditor exam or equivalent and ISO/IEC 20000 Lead Implementer exam or equivalent	**Ten years:** Six years of work experience in IT Service Management	Audit and Project activities: a total of 500 hours each	Signing the PECB Code of Ethics

General information

➤ Certification fees are included on the exam price
➤ Training material containing over 450 pages of information and practical examples will be distributed
➤ A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued
➤ In case of exam failure, you can retake the exam within 12 months for free

For additional information, please contact us at marketing@pecb.com or visit www.pecb.com