

ISO 20000-1:2011

Information Technology Service Management

(Introductory and Internal Auditor Course)

This course is suitable for Network Engineers, Network and System Analyst, System Developers, IT Personnel, Quality Managers, Internal Auditors, IT Managers, IT Inspectors, Project Managers or anyone involved in the system development, implementation, security and maintenance of Information Technology System. This training is intended for participants with the little or no knowledge of the ISO 20000-1:2011 specification.

Duration: 2-days

Time: 9:00 am – 5:00 pm

Location: Abu Dhabi, UAE

Fees: AED 2,950 per person

Course Topics:

- A detailed review on ISO 20000-1:2011 Standard Information
- A discussion of the strategies for registration and how to establish a project plan for Implementation
- IT Service Management Documentation
- Understanding ISO 20000-1:2011 Requirements
- IT Service Management Documentation
- Process Model
- Understanding the key processes which includes:
 - Service Delivery
 - Control Process
 - Release Process
 - Resolution Process
 - Relationship Process
- Exercise to reinforce participants' understanding
- Concepts of environment assurance & environment systems
- An overview of ISO 20000-1:2011 Standard
- Analysis of environment management system documentation
- Objectives of Internal Audit
- Types and aims of Assessments
- Objectives of Internal Audit
- Planning preparation techniques
- Performing the audit
- Classification / reporting of findings

**Reach our team for more information
and course registration.**

This course is offered to you by:

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