



Fee

99,00 €

Final exam only

Course technical sheet

Auditor/Lead Auditor ISO/IEC 20000-1 (IT Service Management – ITSM)

Course code

ISO20000_LA

Test duration

60 min

Passing score

70%

Issued

28/05/2026

Executive summary

The course "Auditor/Lead Auditor ISO/IEC 20000-1 (IT Service Management – ITSM)" is designed to equip professionals with the skills to effectively conduct audits following IT service management standards. Participants will gain specific expertise in planning, conducting, and managing internal and external audits of ITSM management systems in compliance with ISO/IEC 20000-1, ISO 19011, and ISO/IEC 17021-1 standards. The program covers complex audit scenarios, including outsourced processes, multi-site environments, and critical IT infrastructure, providing tools for risk assessment, evidence collection, and non-conformity management. With a strong emphasis on practical exercises and real-world question analysis, this training prepares auditors and lead auditors to ensure IT processes are compliant, efficient, and continuously improving, thereby enhancing service quality and end-user satisfaction. Graduates will be proficient in applying advanced auditing methodologies in line with international standards, supporting the advancement and success of IT organizations.

Certification process

- Registration or login to the Academy platform.
- Completion of the final course examination only. Any training or preparation may be completed externally or through other channels.
- The test questions refer to the objectives, skills and topics described in this technical sheet.
- Assessment of the result, possible validation and certificate issuance according to the rules applicable to the course.

Important note

On Academy, candidates take only the final course examination. Any training or preparation activity may be delivered externally or through other channels. The test questions refer to the topics described in this technical sheet and in the course syllabus summary.

Syllabus summary

ISO/IEC 20000-1; ISO 19011; ISO/IEC 17021-1

Training Objectives

- Provide in-depth knowledge of ISO/IEC 20000-1, ISO 19011, and ISO/IEC 17021-1 standards.
- Develop skills in planning, executing, and managing ITSM audits.
- Prepare participants to handle complex audit scenarios including outsourced and multi-site processes.

Certification Bodies Management systems

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Auditor/Lead Auditor ISO/IEC 20000-1 (IT Service
Management – ITSM)

Skills Acquired

- Conduct audits compliant with ISO standards.
- Perform risk assessment and risk-based sampling.
- Draft and manage findings and non-conformities.
- Apply principles of integrity, impartiality, and confidentiality in auditing.

Target Audience

- IT professionals, internal and external auditors.
- IT management system managers.
- Consultants and managers seeking to deepen knowledge of ISO/IEC 20000-1.

Prerequisites

- Basic knowledge of IT service management.
- Experience in IT or auditing is recommended.

Program

- Introduction to ISO/IEC 20000-1, ISO 19011, ISO/IEC 17021-1 standards.
- Audit methodologies and planning.
- Auditing in outsourced and multi-site environments.
- Non-conformity management and continuous improvement.
- Practical exercises and case studies.

Teaching Methodology

- Lectures.
- Real case analyses.
- Practical exercises and audit simulations.

Assessment Method

- Final test with minimum passing score of 70%.

Duration

- 60 minutes.

Certification

- Certificate of attendance upon achieving minimum score.

Expected Results

- Ability to conduct qualified ITSM audits according to international standards.

- Enhancement of quality and compliance in IT services.