

Certified ISO 20000:2018 Lead Auditor



The GSDC Certified ISO 20000 Lead Auditor certification is a globally recognized credential that demonstrates your expertise in auditing IT service management systems according to ISO 20000 standards.



Certified ISO 20000:2018 Lead Auditor

ABOUT CERTIFICATION

By obtaining this certification, you validate your skills as a proficient ISO 20000 lead auditor, capable of evaluating an organization's IT service management system effectively.

The certification exam offered by GSDC ensures that you possess the necessary knowledge and abilities to lead audits, assess compliance, and manage risks related to ISO 20000:2018. Acquiring this certification not only boosts your career prospects but also gives you a competitive advantage in the industry by showcasing your proficiency in IT service management auditing practices.

OBJECTIVES

1. ISO 20000:2018 Lead Auditor Certifications main objectives are:
 2. Assess organizations' compliance with ISO 20000.
 3. Lead audits for IT service management systems.
 4. Evaluate risks associated with ISO 20000.
 5. Demonstrate proficiency in IT service management auditing.
 6. Enhance career prospects in the industry.
 7. Gain a competitive edge through specialized certification.
 8. Ensure effective implementation of ISO 20000 standards.
 9. Identify areas for improvement in IT service management.
 10. Foster continuous improvement in IT service delivery.
 11. Promote adherence to IT service management regulations.
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Our Accreditation:



The Global Skill Development Council (GSDC) is the leading third-party, Vendor neutral, international credentialing and certification organization. The Global Skill Development Council (GSDC) is proud to be ANSI Accredited Member. The American National Standards Institute (ANSI) is a private, non-profit organization that administers and coordinates the U.S. voluntary standards and conformity assessment system.

The Global Skill Development Council (GSDC) is the leading third-party, vendor-neutral, Intern-ational credentialing and certification organization. The Global Skill Development Council (GSDC) is proud to be ABICB accredited member. Accreditation Board For Inter- national Certification Bodies's accreditation is globally recognized as the highest certificati- on for training institutes as it is an independent autonomous body



COURSE SYLLABUS

1. Introduction:

- ISO/IEC 20000 Standard
- Relationship with other frameworks and standards
- The Deming cycle and how it applies to ITSM
- Plan. Do. Check. Act
- Applicability and scope definition

2. Definitions and Terminology:

- Terminology related to management system standards
- Terminology related to service management

3. Organizational Context:

- Comprehending the organization and its environment
- Recognizing the requirements and anticipations of stakeholders
- Defining the extent of the service management system
- System for managing services

4. Leadership:

- Managing Services
- Efforts to tackle objectives and strategize for their accomplishment
- Set objectives
- Devise plans to achieve objectives
- Design the service management system

5. Risk and Opportunity Planning:

- Leadership and Dedication
- Policy
- Formulating the service management policy
- Conveying the service management policy
- Roles, Responsibilities, and Authorities within the Organization

6. Support for the Service Management System:

- Allocation of Resources
- Capability
- Consciousness
- Information Exchange
- Recorded Data
- Generation and Revision of Recorded Data
- Management of Recorded Data
- Documented Information of the Service Management System

7. Operation of the service management system:

- 7.1 Planning and Control of Operations
- 7.2 Service portfolio
- Delivery of Services
- Planning Services
- Control of Involved Parties in the Service Lifecycle
- Management of Service Catalogue
- Management of Assets
- Management of Configurations
- 7.3 Relationship and agreement
- Overall
- Management of Business Relationships
- Management of Service Levels
- Management of Suppliers
- 7.4 Supply and demand
- Budgeting and Accounting for Services
- Management of Demand
- Management of Capacity
- 7.5 Service Design, Build, and Transition
- Management of Change
- Design and Transition of Services
- Management of Release and Deployment
- 7.6 Resolution and Fulfillment
- Management of Incidents
- Management of Service Requests
- Management of Problems
- 7.7 Service assurance
- Management of Service Availability
- Management of Service Continuity
- Management of Information Security

8. Performance evaluation:

- Monitoring, measurement, analysis and evaluation
- Internal audit
- Management review
- Service reporting

9. Relationship processes :

- Nonconformity and corrective action
- Continual improvement



GSDC Technical Advisory Board :



The GSDC is the leading certification association which brings together innovative organizations and founding thought-leaders as Technical Advisors from over 40 countries to design curriculum on Blockchain, Devops, Six Sigma & Agile Certifications.

Our Future Information

Target Audience

- IT Managers/Support teams
- System Administrators/Analysts
- Operations Managers
- Database Administrators
- Service Delivery Professionals
- Quality Analysts
- Application Management team/Development team
- Process Owners/Practitioners

Pre-requisites

There is no such recommended experience required for getting this certification. Although your ITSM basics should be clear.

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Find out more online at
www.gsdccouncil.org

