Certified ISO 20000: 2018 Lead Auditor

Global Certification Program

- ✓ Globally lifetime Valid Certification

- ✓ Lifetime Valid Certification

- ✓ AI based Roleplay & Simulations

- ✓ Two Exam Attempts

An Overview

what you can expect from this program

The GSDC Certified ISO 20000 Lead Auditor certification is a globally recognized credential that showcases your expertise in auditing IT service management systems in accordance with ISO 20000 standards. By obtaining this certification, you validate your skills as a proficient ISO 20000 lead auditor, demonstrating your ability to effectively evaluate an organization's IT service management system.

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 enhances your career prospects but also provides a significant competitive advantage by highlighting your proficiency in IT service management auditing practices. With the GSDC Certified ISO 20000 Lead Auditor credential, you can confidently lead audits, assess IT service management systems for compliance, and contribute to improving organizational efficiency and risk management in the IT services sector.

	Type	Online self-paced learning, Mocks
	Language	English (including subtitles)
	Access	12 months
	AI based Role play	Prepare yourself for career with AI based roleplay
	Digital certificate upon completion (2 Attempts)	
	Card Payment, Bank Transfer	
	Reading materials & Reference Templates	
	100% money back guarantee*	

GSDC Introduction

Welcome to the Global Skill Development Council (GSDC)!

As an independent, vendor-agnostic certification organization, we empower professionals worldwide.

Leading MNC organizations and global universities recognize our certifications.
With a diverse portfolio of over 150+ programs, including L&D, HR, SRE, DevOps, Agile, Six Sigma, and Cyber Security, we've certified over 250,000 professionals.

Partnered with 100+ global training organizations, GSDC is your gateway to unlocking endless opportunities.

Join us today and let your skills soar to new heights!

Introduction

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. 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.

Learning Objective

❑ Assess organizations' compliance with ISO 20000.

❑ Ensure effective implementation of ISO 20000 standards.

❑ Evaluate risks associated with ISO 20000.

❑ Demonstrate proficiency in IT service management auditing.

❑ Enhance career prospects in the industry.

❑ Gain a competitive edge through specialized certification.

❑ Lead audits for IT service management systems.

❑ Identify areas for improvement in IT service management.

❑ Foster continuous improvement in IT service delivery.

❑ Promote adherence to IT service management regulations.

OBJECTIVES OF ISO 20000:2018 LEAD AUDITOR

Curriculum

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

10. Personalized 1-1 & Trainer connect session:
- Personalized 1-on-1 Trainer Session - Receive a customized training session with ongoing access to relevant topics, ensuring lifelong support.

11. Get Access to ISO 20000 Auditing Toolkit
- Internal Audit Ready to use template
- AI Tool prompts for Lead Auditor
- ISO 20000 Audit Checklist/Questionnaire
- Top 100 Common ISMS Audit Non-Conformities list

Unleash Unlimited Potential

All GSDC certifications come with a lifetime membership, offering you a world of benefits to fuel your professional growth.

Expert Created Learning Material
Learn from knowledge shared by Top Industry Experts with 15+ yrs of experience.

Access to Global Conferences
Be a part of GSDC thriving learning community around the world, sharing knowledge from across the world.

Speaker invites @ GSDC Webinar Series
Share your knowledge with world at GSDC global webinar series, share your expertise and learn from others.

Downloadable Resources
Get access to templates and reference documents which will help you to do your day to day tasks easier.

Certificate Upgrades
Get complimentary certificate upgrades to keep up with the latest updates in processes and frameworks.

Newsletters, blogs with industry insights
Get newsletters, announcements and articles curated by experts direct to your inbox.

AI Based Role Play
Learn to implement applicability of knowledge with real life simulation based games.
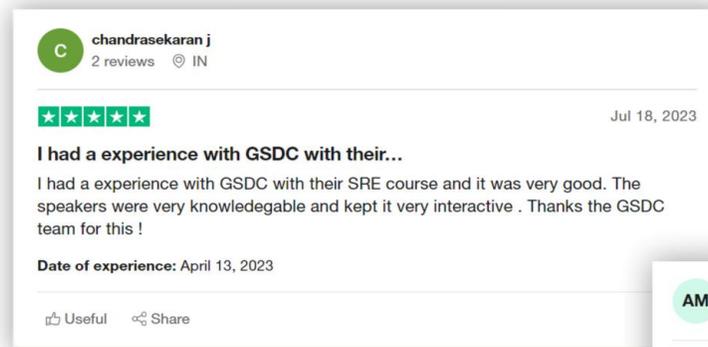
What You Get In this Certification Program?

- Engaging digital learning videos

- Exclusive access to Global thought leader sessions & case studies

- Downloadable and implementable resources to support practical application

- Two mock exams with unlimited attempts for comprehensive preparation

- Certification exam voucher with 1-year validity

- Two attempts for certification exam

What our Candidates Saying?

We greatly appreciate the feedback from our program participants on Trustpilot. With an impressive average rating of 4.7 out of 5, their reviews highlight the positive experiences and value they have gained from our program.

Global Skill Development Council - GSDC

Reviews 178 • Excellent

★★★★ 4.7 ⓘ

✓ VERIFIED COMPANY

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chandrasekaran j
2 reviews ◉ IN

★★★★★   Jul 18, 2023

I had a experience with GSDC with their…

I had a experience with GSDC with their SRE course and it was very good. The speakers were very knowledgebable and kept it very interactive . Thanks the GSDC team for this !

Date of experience: April 13, 2023

👍 Useful   ⤳ Share

T Tosin Olaniyi
1 review ◉ NG

★★★★★   Jul 11, 2023

The learning portal was so seamless

The learning portal was so seamless, and user friendly. The course are so detailed, easy to understand, great lecturers. Safe to say the best learning platform I've used so far. I would recommend learning from GSDC to anyone. You sure will get a value for your money.

Date of experience: July 08, 2023

👍 Useful   ⤳ Share   🏳

MA Majid
1 review ◉ IN

★★★★★   Sep 25, 2023

GSDC has been doing a great job in making learners gain knowledge!

GSDC has been doing a great job in making the learners find right opportunities to gain knowledge for business! These two days were filled with knowledge and insights!

Date of experience: September 25, 2023

👍 Useful   ⤳ Share   🏳

AM Amani
1 review ◉ AE

★★★★★   Aug 15, 2023

Certified Learning & Development Professional CLDP

I took the certification course "Certified Learning & Development Professional CLDP" approved by the GSDC - Global Skill Development Council. So grateful to the professional team at the GSDC for this enlightening opportunity; namely, Ruguozeno, for her dedication, responsiveness, and constant support throughout this learning journey. And very special thanks to the amazing trainer and coach Deepak Sharma for the great weekly live sessions which I believe are the highlight of this certification programme. His knowledge, expertise, and outstanding skills have made the course very insightful, engaging, and enjoyable!

Date of experience: July 21, 2023

Expert-Led Generative AI: Learn, Connect, Grow

❏ **Interactive Learning Experience:**
Ask questions, discuss case studies, and receive implementation guidelines directly from expert, enhancing your understanding of complex AI topics

❏ **Lifelong Learning Journey:**
Enjoy lifetime access to these sessions, ensuring you stay updated with the latest trends and continuously grow your AI expertise

❏ **Career-Boosting Network:**
Connect with fellow professionals in the field, creating valuable relationships that can propel your career in the world of Generative AI

AI-Based Interview Practice Platform

- ❏ Engage With Real Time AI Interview Questions.
- ❏ Practice Questions Tailored with Your Expertise.
- ❏ Validate your Knowledge of subject Matter.

Capstone Project

- ❏ Apply Your Skills in Real World Scenario.
- ❏ Learn Methodologies Aligned to Your Expertise.
- ❏ Validate Skills and Knowledge Gained through the Certification.
- ❏ Showcase Expertise via a Capstone Project.

Enrollment-Options

GSDC
Global Skill Development Council

Option-1

Certified ISO 20000: 2018 Lead Auditor With E-Learning

Fast-track your career by learning a new skill and earning a certificate

- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

ENROLL NOW

Option-2

Bundle

Create your own bundle with 3 certification program

- ✓ 3 Certification Program
- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

ENROLL NOW

Option-1 Certified ISO 20000:2018 Lead Auditor with E-Learning

Certified ISO 20000:2018 Lead Auditor with Digital Learning

Fast-track your career by learning a new skill and earning a certificate

- ✓ E-Learning from Industry Experts
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ Downloadable Resources

ENROLL NOW

Option-2

Make Your Own Certified ISO 20000:2018 Lead Auditor Bundle

**Enrich your skills and advance your career with our exclusive bundle.
Get certified in the following:**

Certified ISO 20000:2018 Lead Auditor

Certified ISO 31000:2018 Risk Manager

Certified ISO 22301:2019 Lead Auditor

Certified ISO 27001:2022 Lead Auditor

Certified ISO 20000:2018 Lead Implementer

Expand your expertise, design impactful learning experiences, and master your skills.

BUY ANY
3
CERTIFICATIONS

Claim Bundle Here !!!

Unlock Workforce Potential Through Skill Validation!

Enroll now with the code **UPSKILL10** To avail 10% discount.

Register Now

100% Money Back Guarantee!

At GSDC, quality is our top priority. Our certification programs are designed to foster professional growth and ensure learning satisfaction. If you do not pass the certification exam after two attempts, we offer a 100% money-back guarantee.

- No Questions Asked*

- 100% Amount Refund*

- No Processing Fees*

Thank You

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