



ISO/IEC 20000-1:2018 IT Service Management Systems - Internal Auditor

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 Seminar

 2 Dates available

 Certificate of Attendance

 Virtual learning

 12 Lessons

 Available online

Seminar Number: IDN-S2-VC

Status: 26.09.2024. All current information can be found at <https://academy-id.tuv.com/s/IDN-S2-VC>

Dive into our ISO/IEC 20000-1:2018 Internal Auditor Training, a comprehensive program designed to elevate the expertise of professionals in IT service management, aligned with the globally acclaimed **ISO/IEC 20000-1:2018 standards**. These standards are pivotal in establishing a systematic and process-driven approach to managing IT services, ensuring a seamless integration of processes within the organizational fabric.

This course is essential for organizations striving to implement a resilient **Information Security Management Systems** compliant with the rigorous demands of ISO/IEC 20000-1:2018. Primarily targeting internal auditors, the training delves deep into the strategic implementation and ongoing management of a Service Management System. Participants will closely examine how strict adherence to the ISO standards influences the daily operations of IT services and affects overall organizational effectiveness.

In addition to core ISO principles, the training enriches understanding by comparing and contrasting ISO/IEC 20000-1:2018 with the ITIL framework. It clarifies the distinctive features of each and discusses how they can be harmonized to reinforce IT service management. Participants will leave with a thorough grasp of these frameworks, equipped with the knowledge to apply them in a way that enhances service delivery and supports business objectives.

Benefits

- Align information technology services with business strategy to ensure cohesive progress and efficiency.
- Establish a formal framework to guide current service improvement projects, enhancing overall project management and outcomes.
- Reduce risk and associated costs by improving control and oversight of external service receipts.

- Transition from reactive to proactive processes, focusing on preventative measures and strategic foresight.
- Enhance interdepartmental relationships through clearer definitions of responsibilities and goals, fostering better communication and collaboration.
- Develop a stable framework for resource training and the automation of service management, leading to more consistent and scalable operations.

Target group

- Individuals keen on advancing their understanding and execution of IT service governance to improve oversight and effectiveness.
- Professionals aiming to design and implement an IT Service Management System to streamline processes and enhance service delivery.
- Stakeholders across various IT roles, such as IT service managers, management representatives, IT managers, facility managers, process owners, and engineers, who have direct responsibility for maintaining and improving IT service operations.

Requirements

No Prerequisites required. Anyone can complete this course.

Training outline

- Introduction to management systems and the process approach
- Fundamental principles of Service Management System
- ISO/IEC 20000-1:2018 VS ISO/IEC 20000-1:2011
- How to measure a successful implementation of a SMS
- Planning and implementing service management
- Correlation with other management system standard
- Interpretation of ISO/IEC 20000-1:2018 requirement

Other information

For payment and other inquiries, please contact our Sales Executive:

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ADDITIONAL INFORMATION

- Fees are inclusive of training materials and certificate.
- Training fees exclude 11% VAT.

CANCELLATION POLICY

- TÜV Rheinland Indonesia, reserves the right to postpone and cancel public courses.
- Unless cancelled by TÜV Rheinland Indonesia, training fees are non-refundable.
- Participants with late cancellation (five days prior the training schedule) will not be refunded. Full amount of the training fee will be charged and invoiced.
- Transferability: If you are unable to attend, a substitute delegate may attend in your behalf. Please provide the name and title of the substitute delegate

Event overview and booking

Book your desired date now directly online at <https://academy-id.tuv.com/s/IDN-S2-VC> and benefit from these advantages:

- Fast booking process
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- Simultaneous booking for several participants.

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I HEREBY BINDING REGISTRATION FOR THE FOLLOWING SEMINAR:

ISO/IEC 20000-1:2018 IT Service Management Systems - Internal Auditor

Seminar Number: IDN-S2-VC

Please choose an appointment you would like to book:

- 20/11/2024 - 22/11/2024**, | Event number: IDN-S2-VC-ISO/IEC 20000-1:2018 - Service Management System Requirements - Understanding, Implementation and Internal Auditor
Rp 2.000.000,00 (Net price, plus VAT) Rp 2.220.000,00 (Gross price, including VAT)
- 04/12/2024 - 06/12/2024**, | Event number: IDN-S2-VC-ISO/IEC 20000-1:2018 - Service Management System Requirements - Understanding, Implementation and Internal Auditor
Rp 2.000.000,00 (Net price, plus VAT) Rp 2.220.000,00 (Gross price, including VAT)

All further information about the dates can be found at <https://academy-id.tuv.com/s/IDN-S2-VC>.

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