



## ISO AUDITOR

# Lead Auditor - ISO 2000-1: 2018

Master the requirements of ISO 20000-1 (SMS) with this accelerated classroom/virtual training. Become a certified Lead Auditor.

## WHY SHOULD YOU TAKE THIS COURSE?

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This comprehensive training on ISO 20000 provides participants with the knowledge and skills to understand, implement, and audit a Service Management System. You will learn best practices, clauses, and controls to ensure organizational compliance and IT service excellence.

## CERTIFICATION BENEFITS

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Master the requirements of ISO 2000-1 (SMS) with this intensive classroom or virtual training. Become a certified Lead Auditor.

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DURATION

**4 Days**

EXAM

**3 Hours**

ACCREDITATION

**ISO AUDITOR Certified**



## LEARNING OBJECTIVES

- Understand the core principles of ISO 20000.
- Learn to implement and manage an SMS.
- Acquire skills to perform effective audits.
- Understand service risk assessment and mitigation strategies.

## WHAT YOU'LL LEARN

1. Core Principles of Auditing.
2. Managing an Audit Programme.
3. Conducting the Audit Process.
4. Auditor Competence and Evaluation.
5. Modern Updates (ISO 19011:2026).

## WHO SHOULD ATTEND?

Professionals seeking ISO 20000 certification  
Compliance Officers  
IT Service Managers  
and anyone involved in SMS.

## COURSE AGENDA

Day 1: The Architecture of Auditing (Principles and Programme Management)..

Day 2: Preparing for the Audit (Initiation and Document Review).

Day 3: Conducting the Audit (Fieldwork, Interviews, and Evidence).

Day 4: Audit Closure, Reporting, and Auditor Competence.

Later Date: Certification Exam.

## PREREQUISITES

Certified Implementor or Internal Auditor in ISO 2000-1.  
Experienced in the core principles of ISO 2000-1.  
Experienced in implementation and management in SMS.

## EXAMINATION DETAILS

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**Exam Duration:** 3 Hours

Online/Offline Mode

## EXAM COMPETENCY DOMAINS

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As per Training Curriculum

## CERTIFICATION & CREDENTIALS

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To be Explained during Training

## GENERAL INFORMATION

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Fully Virtual Delivery.

Interactive Workshops.

Official ISO 2000-1 Study Material.

Certification upon successful completion.

### READY TO TAKE THE NEXT STEP?

Visit [www.skilluniv.com](http://www.skilluniv.com) or contact [training@skilluniv.com](mailto:training@skilluniv.com) for enrollment.