ISO/IEC 20000-1 INTERNAL AUDITING TRAINING

Course Title: ISO/IEC 20000-1 Internal Auditing Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with the knowledge, skills and practical techniques needed to perform effective internal audits of ISO/IEC 20000-1 Information Technology Service Management Systems (SMS). The program explains how ISO 19011 auditing principles apply to service management processes and how ISO/IEC 20000-1 requirements function as audit criteria to evaluate the performance, compliance and maturity of an organisation's IT service delivery environment. Through simulated audit exercises, documentation reviews, role-play interviews and reporting workshops, this training equips participants to prepare audit documentation, write clear nonconformities, perform root cause analysis and follow up corrective actions, strengthening governance, service quality and certification readiness.

OBJECTIVE(S):

- Understand ISO/IEC 20000-1 requirements from an auditing perspective.
- Apply ISO 19011 auditing principles, ethics and auditor competence.
- Develop internal audit plans, criteria, scopes and checklists.
- Conduct process-based audits across service management functions.
- Evaluate the effectiveness of incident, problem, change and other ITSM processes.
- Collect objective evidence through documentation review and interviews.
- Identify, classify and document nonconformities accurately.
- Prepare structured audit reports and verify corrective actions.
- Support continual improvement and readiness for external certification.

TARGET GROUP(S):

- Internal auditors

- IT managers, service delivery managers and ITSM practitioners

- Service desk and operations personnel

- Risk management, governance and compliance teams

- ISO/IEC 20000-1 implementation teams

- Anyone responsible for ITSM performance or audit activities

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English

TOPIC(S):

1. Introduction to ISO/IEC 20000-1 and Internal Audit Fundamentals
2. ISO 19011 Auditing Principles, Auditor Roles and Competence
3. Understanding ISO/IEC 20000-1 Requirements for Audit Interpretation
4. Audit Planning, Scope Definition, Criteria and Checklist Development
5. Conducting Internal Audits – Evidence Gathering and Process Evaluation
6. Identifying Nonconformities, Root Cause Analysis and Corrective Actions
7. Audit Reporting, Communication and Documentation Requirements
8. Follow-Up Activities and Continual Improvement for SMS Audits

LIST OF REFERENCE BOOK(S):

- ISO/IEC 20000-1: Information Technology Service Management Requirements

- ISO/IEC 20000-2: Guidance on Application

- ISO 19011: Guidelines for Auditing Management Systems

- ITSM best practice frameworks and guidelines

LIST OF TEACHING AID(S):

- LCD projector

- Computer

- Whiteboard with accessories

- Flip chart with accessories

- Audit checklists and SMS evidence templates

METHODOLOGY(S):

- Lecture

- Group discussions

- Case studies

- Audit simulation activities

- Practical exercises

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: Introduction to ISO/IEC 20000-1 and SMS Internal Audit Fundamentals
10:15 am – 10:30 am	**Morning Tea Break**
10:30 am – 12:30 pm	Topic 2: ISO 19011 Auditing Principles and Auditor Competence
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 3: Understanding ISO/IEC 20000-1 Requirements for Audit Interpretation
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Topic 4: Audit Planning, Scope, Criteria and Checklist Development

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Conducting Internal Audits – Evidence Gathering and Process Evaluation
10:15 am – 10:30 am	**Morning Tea Break**
10:30 am – 12:30 pm	Topic 6: Identifying Nonconformities and Root Cause Analysis
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 7: Audit Reporting, Communication and Documentation Requirements
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Topic 8: Follow-Up Activities and Continual Improvement for SMS Audits