



Professional
Development
Institute

ISO 20000 IT Service Management System (ITSMS) Lead Auditor





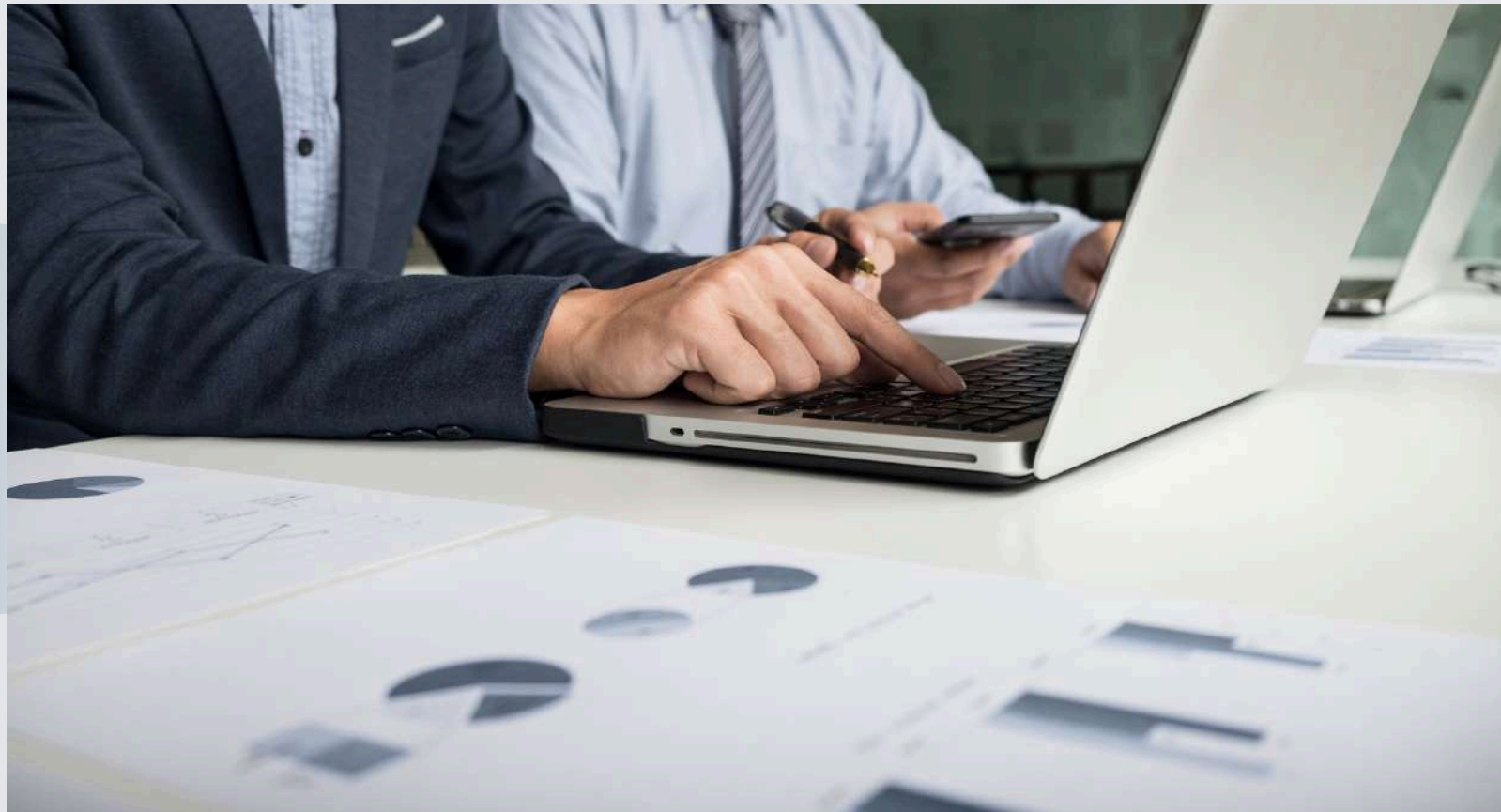
Welcome

The Professional Development Institute® (PDI) is one of the leading international institutions specialized in qualifying and developing professional competencies. It is headquartered in the United Kingdom (UK) and has a proven track record in preparing specialized professionals across vital sectors, including banking, finance, and insurance. PDI is distinguished by offering internationally recognized professional certifications that enhance individual efficiency and strengthen their capabilities in the global workplace

This program assists to train professional auditors for ISO 20000-1 certification audits.

What you will Learn- Key Takeaways

- ISO 20000-1 audit principles
- Service continuity & availability audits
- Evidence evaluation & reporting
- Certification audit leadership

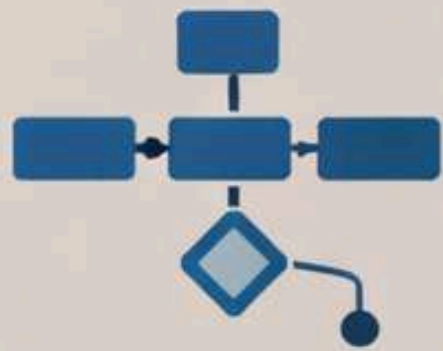


Curriculum



- **Module One:** ITSMS & ISO 20000-1
 - **Module Two:** Clauses & Controls
 - **Module Three:** Service Risk Management
 - **Module Four:** Audit Standards (ISO 19011 / 17021)
 - **Module Five:** Planning ITSMS Audits
 - **Module Six:** Conducting Certification Audits
 - **Module Seven:** Nonconformities & Reporting
 - **Module Eight:** Certification Management
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- **Target Audience:** Professional auditors, CB partners, compliance & IT leaders

IT SERVICE MANAGEMENT SYSTEM



SUPPORT

CHANGE

PROBLEM

Further Information

Eligibility Requirements


Applicants must:

- Hold a degree from a recognized educational organization.
- Have professional experience in the field.
- Sit for and pass the certification examination.
- Adhere to the Professional Development Institute (PDI) Code of Ethics.

About Exam:

- The examination is offered in multiple languages to support international candidates.
- All candidates are required to sit for their exam at an accredited PDI Test Centre.
- The exam duration is (3) hours.
- Each exam consists of 100 multiple-choice questions (MCQs).

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