

# ISO/IEC 20000 Service Management System (SMS) Auditor/Lead Auditor

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Information Technology is essential to delivering today's business. However, concerns are increasingly being raised about IT services, both internal and outsourced, not aligning with the businesses directions, customer requirements and/or legal & regulatory



A recognized solution to these problems is to use a Service Management System (SMS) based on ISO/IEC 20000, the international standard for IT service management. Certification to this standard enables you to independently demonstrate to your customers that you meet International accepted standard which are proved by many worldwide organizations. In addition, this standard ensures companies can achieve factual approach benchmarks to continuously improve their delivery of IT services.

One best way to ensure that organization has competence people for driving these excellences for provision of services. It is vital to have lead assessor/auditor who has capability for managing and controlling the Service Management System in the effective and efficient way.

This five-day lead auditor course mainly emphasizes developing people skill and ability to meeting those competencies for organization seeking delivery excellence services their customers.

## Why do I need it?

Assessing/Auditing is critical to continually monitoring and improving Service Management System. It is the primary key in helping you maintain compliance with the standard, law & regulation and protect your business operations from the threats most likely to impact your organization. Both internal and third party audits allow

experts to assess your service delivery framework. And their findings help you identify existing weakness, maintain high quality of services and continuously looks for improvement.

## How will I benefit?

Understanding the complete picture of ISO/IEC 20000-1 standard can help you manage your service business before,

during and after of service delivery. A service management system allows you to identify potential risks and find solutions before delivering services, regularly maintain service performance and handling the issues in the effective way. **You will also discover the integration of processes in the SMS and how they work together and produce the excellence of services to**

customer; more over it covers managing both customer and supplier side.

### What will I learn?

This five-day course will consolidate your knowledge of ISO/IEC 20000-1 and help you to assess/audit to the standard's requirements. You will learn to plan, conduct and report an audit, identifying service components in business operations and how to manage and operate to meet the customer requirements and exceed customer expectation. Discover how to stay up-to-date with service management best practice and become confident managing teams of both operation staffs and auditors in your organization or during a third party audit.

### How will I learn?

Quickly. We use accelerated learning techniques that encourage interaction and collaboration, keep the course varied and put your learning in

context. Your tutors are the best in their field and will make sure your learning needs are met. You can choose between public or in-company courses tailored to your business – whatever delivers the most positive and successful outcome for you.

### Where will I learn?

You won't have to travel far to our first class venues. Each location is chosen to provide the best possible learning environment with great facilities, refreshments and quality accommodation.

Most of our trainings are located at our local BSI offices or the most convenient 4 or 5 star hotels within the city centre. This way you can focus on and maximize your learning experience.

### Who are we?

As the world's first National Standards body, our expertise in shaping business standards spans more than a century. Our tutors are skilled in transferring knowledge contained within each

standard to help you embed excellence within your organization. With over 65,000 clients in 150 countries world-wide, you can trust BSI to help you perform better, reduce risk and grow sustainably.

### Why train with us?

We've trained and audited thousands of businesses using the same standards so we can genuinely benchmark performance. And we can take you from beginner to Certification quickly then support you with follow-up courses and webinars – and all this for the price of your course.

**Duration:** 24 – 28 June 2013

**Place:** Amari Donmuang Bangkok Hotel

For more information, please contact Training Team:

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