



ACI Training Course

Code (TIT3)	ISO 20000:2005 Internal Auditor Training Course (9:30am – 5:00 pm) 2 days
--------------------	--

Overview

Compliance and improvement of company policies and management systems against international practices and regulation are crucial to the success of company operation in competitive business environment. Thus, good and knowledgeable internal auditors can contribute themselves to their companies in identifying the areas for improvement. In order to prepare for this challenge, this course can provide you proven methodology in planning and execution of effective internal audits.

Objectives

International practices and standards will be shared during this one day training course. Through interactive and participation in role play and virtual audit, the delegate can learn the auditing skill and build up competency on audit planning, auditing and audit reporting. Furthermore, the delegate can gain valuable hands on auditing experience that can practically apply to their daily operation and future audit assignment.

Course contents:

- ~ Overview on ISO / IEC 20000 standard requirements
- ~ Eligibility and scoping guidelines
- ~ Audit approach and methodology, Audit planning, Audit preparation, Opening meeting, Auditing, Audit reporting , Closing Meeting , Follow up on improvement action , Auditor attribute
- ~ Certification process

Expected Target Audience:

This course aims at those auditors and IT practitioners who have at least 3 years of IT auditing or IT operation management experience. Delegate with ITIL Foundation qualification will be an added advantage.

Methodology

- ~ Presentation and experience sharing

Certificate

- ~ Certificate of Successful Completion will be issued to delegates who have attended full course.

Venue

- ~ ACI Training Venue