



**Deming Certification Services Pvt Ltd**  
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Ref DCS /CO/ADM/2023-24/00

*PRESENTS*  
Dtd: 09/10/2023

**CLASSROOM & DISTANCE LEARNING COURSE**  
**ISO 20000 INFORMATION TECHNOLOGY CERTIFICATION**  
**2 day internal auditor training**

As is widely known, Deming Certification Services Pvt Ltd is conducting various technical courses inviting interested personnel/technocrats for enhancing & fine-tuning of the skill.

Deming Certification Services Pvt Ltd organizing Internal Auditor Classroom & online Training course for **ISO 20000 INFORMATION TECHNOLOGY CERTIFICATION 2 day internal auditor training**

**a) INTRODUCTION ON ISO 20000**

The Standards Published By Iso Undergo Changes Periodically, To Reflect The Best-Suited Practices Over The Changing Times. Iso Series Of Standards For A Business Unit To Successfully Set Up An **INFORMATION TECHNOLOGY ISO 20000 CERTIFICATION 2 day internal auditor training** Or Get Maximum Benefits From An Established Management System, Auditors Within The Organization Have To Be Trained To Assess The System Against For **INFORMATION TECHNOLOGY ISO 20000 CERTIFICATION 2 day internal auditor training** Requirements. They Must Also Be Able To Assess Their Suppliers Required Management System To Support Own Quality Initiative. To Increase Professionalism, Quality Auditors Also Seek Formal Registration With The UKJAS (UK) One Of The Prerequisites For Such Registration Requires The Quality Auditors And Practitioners To Successfully Complete An UKJAS (UK) Approved Auditor Training.

**b) OBJECTIVE OF THE COURSE ON ISO 20000:**

The objective of the course is to illustrate the importance of the Internal Auditors role, skills and competency in bearing the ultimate responsibility for the effective performance of the audit team. A practical and intensive course for Training quality professionals to External, Internal and manage third and second party audits of an for **INFORMATION TECHNOLOGY ISO 20000 CERTIFICATION 2 day internal auditor training**



Course Describes How To Plan And Perform An Audit, Report Findings, Conduct Opening And Closing Meetings And Establish Follow-Up Action. You Will Understand By The End Of The Course How Regular Auditing By An Audit Team Directed By A Competent Internal Auditor Is The Foundation Of An Effective For **INFORMATION TECHNOLOGY ISO 20000 CERTIFICATION 2 day internal auditor training**. On Completion Of The Course You Will Have The Necessary Skills And The Experience To Internal Audit And Manage Your Own Audits. The Learning Process Will Include A Series Of Tutorials, Exercises, Culminating In Both Practical And Written Examination. Delegates Will Be Supplied With A Bound Set Of Comprehensive Course Notes.

c) **COURSE CONTENTS:**

- Introduction For **INFORMATION TECHNOLOGY ISO 20000 CERTIFICATION 2 day internal auditor training** Vocabulary & understanding definitions
- Introduction to For **INFORMATION TECHNOLOGY ISO 20000 CERTIFICATION 2 day internal auditor training** Management System Requirements
- Need for Internal Quality Audits
- Auditing Techniques
- Conducting Internal Quality Audits
- Course Examination

## **DAY 1: INTRODUCTION TO ISO 20000 AND AUDIT PLANNING**

- **Session 1: Overview of ISO 20000**
  - Introduction to ISO 20000: objectives, benefits, and scope
  - Understanding the importance of IT service management (ITSM) in organizations
  - Key concepts and principles of IT service management according to ISO 20000
- **Session 2: Structure of ISO 20000**
  - Overview of the structure and key components of ISO 20000
  - Understanding the relationship between ISO 20000 and other management system standards (e.g., ISO 9001, ISO 27001)
  - Detailed examination of the requirements of ISO 20000: Part 1 (Service Management System) and Part 2 (Guidelines for Service Management)
- **Session 3: The Role of Internal Audits in ISO 20000**
  - Purpose and benefits of internal audits for maintaining compliance with ISO 20000
  - Key responsibilities and ethical considerations for internal auditors
  - Overview of the audit lifecycle: planning, executing, reporting, and follow-up

- **Session 4: Planning for an Internal Audit**
    - Defining the audit scope, objectives, and criteria based on ISO 20000 requirements
    - Developing an internal audit plan and checklist for IT service management
    - Identifying key processes and areas of focus for the audit within the IT service management framework
  - **Workshop: Creating an Audit Plan**
    - Practical exercise in developing an internal audit plan for an IT service management process
    - Organizing necessary resources and documentation for the audit
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## DAY 2: AUDIT EXECUTION, REPORTING, AND CONTINUOUS IMPROVEMENT

- **Session 1: Conducting the Internal Audit**
    - Techniques for effective evidence collection: interviews, observations, and document reviews
    - Evaluating compliance with ISO 20000 requirements in IT service management processes
    - Identifying strengths, weaknesses, and nonconformities within the IT service management system
  - **Session 2: Documenting and Classifying Audit Findings**
    - Types of audit findings: major nonconformities, minor nonconformities, and observations
    - Proper documentation of findings, including the collection of evidence and references
    - Communicating findings effectively to relevant stakeholders and management
  - **Session 3: Audit Reporting and Corrective Action Process**
    - Preparing a structured audit report: findings, conclusions, and recommendations
    - Developing corrective and preventive action plans for identified nonconformities
    - Follow-up processes to ensure the implementation and effectiveness of corrective actions
  - **Session 4: Promoting Continuous Improvement in IT Service Management**
    - Strategies for fostering a culture of quality and continuous improvement in IT service delivery
    - Preparing for external audits and ensuring readiness for ISO 20000 certification
    - Utilizing audit results to drive improvements in IT service management practices
  - **Mock Audit Exercise and Final Q&A**
    - Hands-on practice with a mock audit scenario related to ISO 20000 certification
    - Review of key concepts, open Q&A session, and discussion on best practices for auditing IT service management
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**d) WHO SHOULD ATTEND:**

- 1) All Employees Whose Work Responsibility Directly Affects For **INFORMATION TECHNOLOGY ISO 20000 CERTIFICATION 2 day internal auditor training** Those Individuals Willing To Take Up External Auditing As A Future Profession By Becoming An Independent Auditor.
- 2) Those Who Intend To Enroll Themselves To UKJAS (UK & IND) Registration Schemes Of For **INFORMATION TECHNOLOGY ISO 20000 CERTIFICATION 2 day internal auditor training**
- 3) Management Representatives Responsible For Effective Implementation And Execution Of **INFORMATION TECHNOLOGY ISO 20000 CERTIFICATION 2 day internal auditor training**

**e) FACILITIES:**

All facility for delegates covering lecture hall, tea and lunch will be arranged by Client or if you are attending the course at Deming Certification Services. Deming Certification institute will arrange the above facility.

**f) COURSE DETAILS:**

Detail program of every days Training course will be sent / given on the first day to the delegates on registration.

**g) DURATION:**

**INFORMATION TECHNOLOGY ISO 20000 CERTIFICATION 2 day internal auditor training**  
[Timings: 10.00 am to 6.00 pm]

**FEES:**

**INFORMATION TECHNOLOGY ISO 20000 CERTIFICATION**  
**2 day internal auditor training Is Rs 8,500 +18%GST**

Payment should be made by Cheque / DD in favor of **“Deming Certification Services Pvt Ltd, Mumbai”**

**BANKERS DETILS FOR EFT/ECS/RTGS/NEFT PAYMENT**

<b>Sr. No.</b>	<b>Name</b>	<b>Details</b>
1.	<b>Name of Beneficiary</b>	<b>DEMING CERTIFICATION SERVICES PVT LTD</b>
2.	<b>Name of Bank</b>	<b>Indian Overseas Bank</b>
3.	<b>Bank Branch</b>	<b>Vasai Diwanman Branch, Vishal Nagar VASAI(W)-401202</b>
4.	<b>Bank Branch Code</b>	<b>0001295</b>
5.	<b>Account No</b>	<b>129502000000889</b>
6.	<b>RTGS/NEFT / IFSC Code</b>	<b>IOBA 0001295</b>
7.	<b>Account Type</b>	<b>CURRENT</b>
8.	<b>MICR code</b>	<b>400086009</b>
9.	<b>SWIFT code</b>	<b>IOBAINBB089</b>
10.	<b>Email Id</b>	<a href="mailto:info@demingcert.com"><b>info@demingcert.com</b></a>
11.	<b>PAN No.</b>	<b>AVZPS7816G</b>
12.	<b>GST No.</b>	<b>27AVZPS7816G1ZN</b>

We hereby declare that the particulars given above are correct and complete.  
Thanking You

## **Step for Admission:**

- 1. Select the course, you want.**
- 2. Choose Classroom/Distance Learning**
- 3. Pay the fees by ECS/RTGS/NEFT to our Indian Overseas Bank**
- 4. Send transaction ID/Deposit Slip along with duly filled Registration form**
- 5. Get Confirmation of your admission by email. Admission is based on first cum first serve basis.**
- 6. Currently Classroom Training is only available at Mumbai and your office premises/factory, if there are more than 4 participants in the same city/factory. For outside student, Guest house facility is available of Rs 300/per day in Mumbai depends on seat availability; otherwise all ranges of hotels are available near to our institute.**
- 7. Other cities student, who doesn't want to come Mumbai, can opt for Distance Learning Mode. Syllabus is the same. You will be given course material by email and we will recommend some books, which you can buy. Three month time will be allowed to study the course material and for any doubts and faculty interaction can be done one to one on  
Skype is: Deming Certification and whatsapp video call on +91 7979801035 on Sunday between 5.00 to 8 pm. If you want Training online we can share presentation on [www.googlemeet.com](http://www.googlemeet.com) with live presentation. You can attend from any cities around the world.**

**h) VENUE:**  
**Client Office**  
**Or**  
**Deming Certification Services Pvt Ltd**  
**107/108, Mehta Chambers, Station Road**  
**Vasai (W), Thane (Mumbai)-401202**  
**Email: [info@demingcert.com](mailto:info@demingcert.com)**  
**Tel: +91 8369083940/+91 9322728183**

i) **NOMINATIONS:**

You may send in your nominations to the course co-coordinator, Deming Certification Services Pvt .Ltd, on the Registration form at the following address along with the fees.

**Ranjeet Prasad**

+91 8369083940

107/108, Mehta Chambers, Station Road

Vasai (W), Thane (Mumbai)-401202

Email: [info@demingcert.com](mailto:info@demingcert.com)

Tel: +91 0250-2341170

[www.demingcert.com](http://www.demingcert.com)

Fees once paid will not be refunded, however it could be adjusted against the next course for the same financial year.

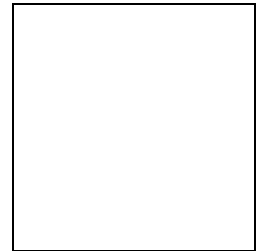
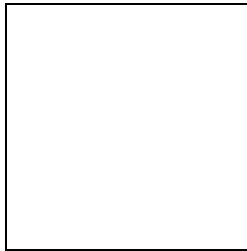
Please send your nomination of the delegated immediately as limited seats are available. Seats are filled on first cum first serve basis.

j) **TERMS & CONDITIONS:**

- I. Deming Certification Services Pvt Ltd general terms and conditions will be applicable for qualification of personnel.
- II. Minimum candidates per batch should be 04 Number and Maximum should be 25 per batch. **10% discount will be offered for** 04 Number and Maximum should be 25 per batch
- III. Delegate Fees shall be send in advance through cheque / DD in favor of **“Deming Certification Services Pvt Ltd”** payable at Mumbai.
- IV. Deming Certification Services Pvt Ltd will charge Service tax as applicable.
- V. Travel & Subsistence by 3<sup>rd</sup> AC train or economy class airfare will be charged for faculties on actual to be borne by client in case of course will be conducted in-house at client premises.



## REGISTRATION FORM



### PERSONAL DATA

Name in Full: \_\_\_\_\_ (In  
Capital Only)      Surname      Name      Father's/Spouse's Name

Name of the Firm & Address.....

.....

Phone No: (With STD Code): ..... Sex: .....

Mobile No: ..... E-mail:

Date of Birth: ..... Qualification: .....

Training Course:

Place: \_\_\_\_\_ (Signature)

Date: \_\_\_\_\_ Name: .....

PAYMENT MADE BY: Cheque No / Demand Draft No..... Date .....

Drawn on Bank:

Cheque / Demand Draft Should be drawn in favor of **Deming Certification Services Pvt Ltd** payable at Mumbai, Maharashtra, India.

Note : Fees once paid will not be refunded, however this will be carried forward for the next course during the same financial year

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Other Offices : New Delhi, Ludhiana, Baroda, Jaipur, Udaipur, Ahmedabad, Nasik, Pune, Indore, Nagpur, Daman, Kolhapur, Bangalore, Belgaum, Hyderabad, Chennai, Kolkata.