

C122: DEMO OF ISO 20000-1:2011 AWARENESS AND INTERNAL AUDITOR TRAINING PPT PRESENTATION KIT **Price 550 USD**

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C122- CONTENTS OF ISO 20000-1:2011 AWARENESS AND INTERNAL AUDITOR TRAINING PPT PRESENTATIONS TRAINING KIT

ISO 20000-1:2011 Awareness and Internal Auditor Training Presentation kit (Editable)

Sr. No.	The entire PPT presentation kit has 9 main files as below	Document of Details
1.	PPT Presentation	No. of Slides
	1. Overview of ISO 20000-1:2011 System	37
	2. ISO 20000-1 requirements	47
	3. Terms and Definitions	07
	4. ISO 20000-1 Documentation	16
	5. ISO 20000-1 ITSMS Internal Audit	68
	6. Steps for ISO 20000-1 installation	26
	7. Risk management	25
	8. Steps for ISO 20000-1 internal audit	32
	9. Work-shops and Case studies	34
	Total no. of slides →	292
2.	A trainer's guide and hand outs and editable form to understand ISO 20000-1 subject well in 8 chapters and 1 tables	Approx. 110 Pages in Ms. word
3.	Work-shops and Case study to evaluate effectiveness of training.	05 workshops and 02 case studies
4.	Audit records	03 file in Ms. word
5.	Audit checklist	Approx. 200 audit questions
6.	Sample ISO 20000-1:2011 system certified Internal Auditor training certificate copy to be given to participant after solving workshops and case study as per sample	01 file in Ms. word

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Topicwise number of slides:-

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To get more information about ISO 20000-1 system training kit [Click Here](#)

Part - 1. Presentation: -

Under this directory further files are made in power point presentation as per the chapter listed below.

- Topic wise Power Point presentation in 09 modules as listed below.

1. Overview of IT - Servicemanagement system

It covers Overview of ISO 20000-1:2011, benefits and summary of overall system and change process for ISO 20000-1:2011.

2. ITSMS requirements

It covers ITSMS systems specifications, Requirements, to establish the ITSMS, It gives explanation for many concepts and given in plain English.

3. ISO 20000-1:2011 definitions

It covers definitions of IT - Service management system based on ISO 20000-1:2011.

4. IT - Service management system documentation

It covers IT - service management system documented information details and list of areas where standard demands for documented information. Such documented information with list against the requirements is given

5. IT - Service management system internal audit

It covers IT - Service management system internal audit process, questioning techniques and methodology.

6. Steps for ISO 20000-1:2011 certification

It covers Implementation Methodology, Steps for ISO 20000-1:2011 certification, the non-conformances, Process, What happens during a certification audit.

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7. Establishing an ITSMS risk assessment risk management risk treatment

It covers an ITSMS risk assessment risk management risk treatment for ISO 20000-1:2011.

8. Steps for ISO 20000-1:2011 internal audit

It covers steps for ISO 20000-1:2011 internal audit, the non-conformances, Process, What happens during an internal audit.

9. Work-shops and case study

This topic covers workshops and case studies to evaluate effectiveness of training. Each participant needs to solve this case study after undergoing the training. After successful completion of workshops and case study the ISO 20000-1:2011.

Part - 2. A trainer's guide and handouts in editable form to understand ISO 20000-1:2011 subject well:-

This topic covers write up for the ready reference to the participant for understanding and reading the subject to get in depth knowledge on the subject

It is given in word. You may also use it for further reading and circulations within audience

Chapter

No.

Section

1. Overview of ISO 20000-1:2011
2. ISO 20000-1:2011 requirements
3. IT - Service Management system Audit reports
4. ISO 20000-1:2011 certification Methodology
5. Approach Paper for ITSMS Implementation
6. Risk assessment and risk management
7. IT - Service management System Audit
8. Workshop Cyber Car workshop 1 to 4)
9. Workshop – 5
10. Case Study – 1
11. Case Study –2

Part -3. Work-shops and case studies to evaluate effectiveness of training 05 workshops and 02 case study:-

This topic covers workshops and case study to evaluate effectiveness of training. Each participant needs to solve this workshops and case study after undergoing the training. After successful completion of workshop and case studies the ISO 20000-1:2011.

Part - 4. ISO 20000-1:2011 system audit records:-

This topic covers audit records to carry our internal audit of ISO 20000-1:2011 and 3 forms are given.

Part - 5. ISO 20000-1 system audit checklist:-

The ready to use ISO 20000-1:2011 audit questions as below.

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1. ISO 20000-1:2011 Clause wise questions

Part - 6. Sample Copy of ISO 20000-1:2011 Internal Auditor Certificate:-

Sample ISO 20000-1:2011 Internal Auditor training certificate copy is given with this kit. This sample certificate helps to create training certificate for participants after completing the ISO 20000-1:2011 Internal Auditor training using our training kit.

Chapter-2.0 ABOUT COMPANY

Global manager group is a progressive company and promoted by a group of qualified engineers and management graduates having rich experience of 25 years in ISO consultancy and management areas. The company serves the global customers through on-site and off-site modes of service delivery systems. We offer a full range of consulting services geared towards helping all types of organizations to achieve competitiveness, certifications and compliance to international standards and regulations. So far, we have **more than 2700 clients in more than 36 countries. Our ready-made training and editable document kit helps the client in making their documents with ease and make them comply with the related ISO standard faster.**

1. Our promoters and engineers have experience in providing management training, ISO series consultancy for **more than 2700 companies** globally. We have clients **in more than 36 countries.**
2. We are a highly qualified team of 60 members (M.B.A., Degree engineers). Our owner has a rich professional experience in this field (since 1991).
3. We have 100% success rate in ISO series certification for our clients from reputed certifying body. We possess a branded image and are a leading name in the global market.
4. We, also, suggest continual improvement and cost reduction measures as well as highly informative training presentations and other products that gives you payback within 2 months against our cost.
5. So far, we have trained more than 50000 employees in ISO series certification.
6. We have spent more than 60000 man-days (170 man years) in the preparation of ISO documents and training slides.

Global Manager Group is committed for:

1. Personal involvement & commitment from the day one
2. Optimum charges
3. Professional approach
4. Hard work and updating the knowledge of team members
5. Strengthening clients by system establishment and providing best training materials in any areas of management to make their house in proper manner
6. Establishing strong internal control with the help of system and use of the latest management techniques

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Chapter-3.0 USER FUNCTION

3.1 Hardware and Software Requirements

A. Hardware:-

- Our document kit can be better performed with the help of P3 and above computers with a minimum of 10 GB hard disk space.
- For better visual impact of the PowerPoint slides, you may keep the setting of colour image at high colour.

B. Software:-

- Documents are written in MS-Office 2003 and Windows XP programs. You are, therefore, required to have MS-Office 2003 or above versions with Windows XP

3.2 Features of Document kit:-

- The kit contains all necessary documents as listed above and complies with the requirements of system standards.
- The documents are written in easy to understand English language.
- It will save much time in typing and preparing your documents at your own.
- The kit is user-friendly to adopt and easy to learn.
- The kit content is developed under the guidance of experienced experts.
- The kit provides a model of the Management system that is simple and free from excessive paperwork.

C 122

SAMPLE SLIDE

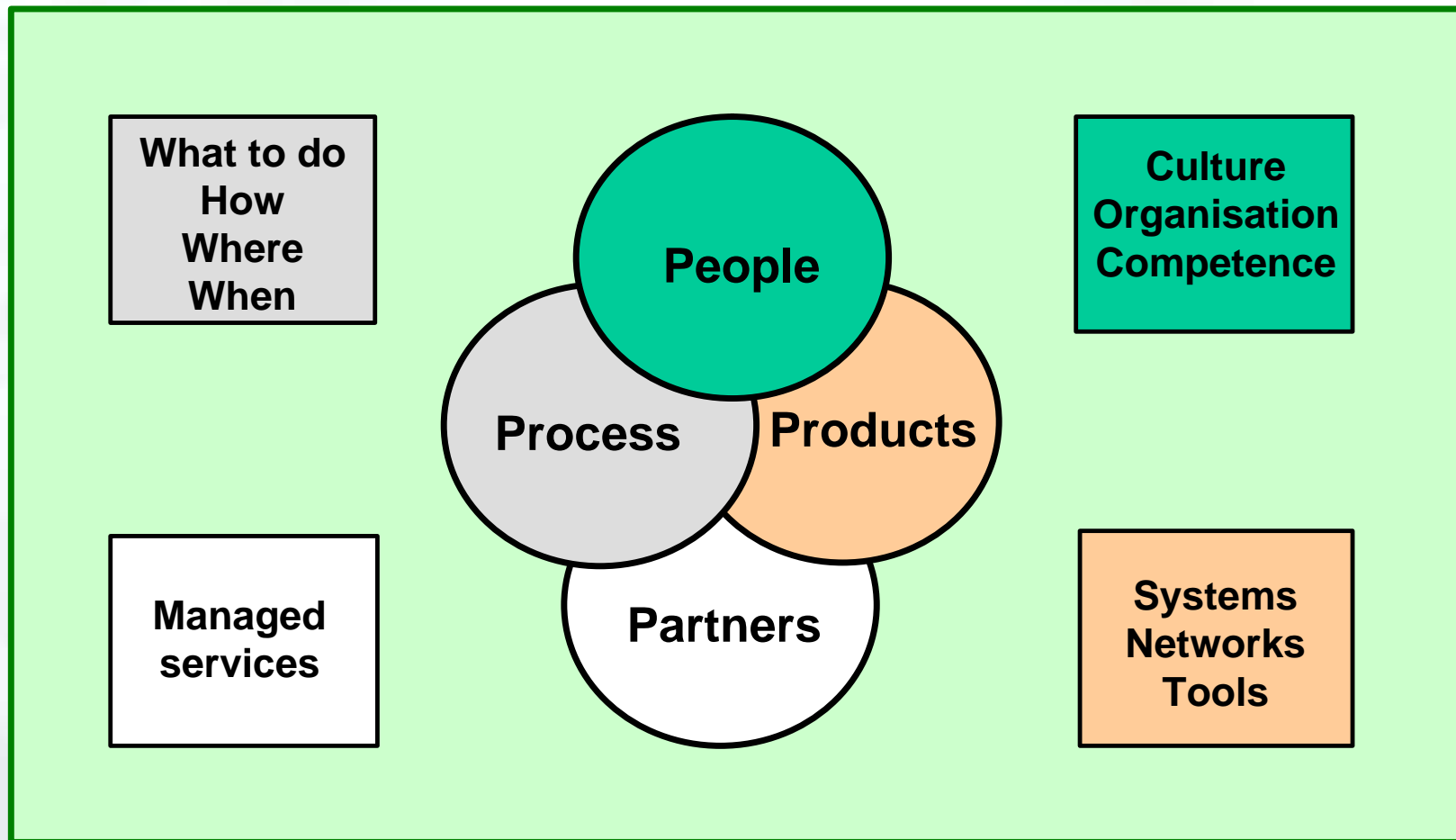
**ISO 20000-1:2011 – Awareness and
Internal Auditor Training**

PART – 2

ISO:20000-1 Background – History

- 1995/1998 - A code of practice for Service Management
- BS 15000:2000 - Specification for Service Management
- PD0015:2000 IT Service Management: Self-assessment Workbook
- 2000 – 2002 Early adopters trials
- BS 15000-1:2002
- ITSMF Certification scheme - Nov 2003
- ISO/IEC 20000 Parts 1 and 2 – Dec 2005
- ISO/IEC 20000 Parts 1 – April 2011
- ISO/IEC 20000 Parts 2 – Mar 2012

ITIL - The Four P's



Enables development and delivery of high quality IT services

ISO 20000 Processes

Overall management system

Planning and implementing service management

Planning and implementing new/changed services

Service delivery processes

Capacity management
Service continuity and
availability management

Service level management
Service reporting

Information security
management
Budgeting and accounting for
IT services

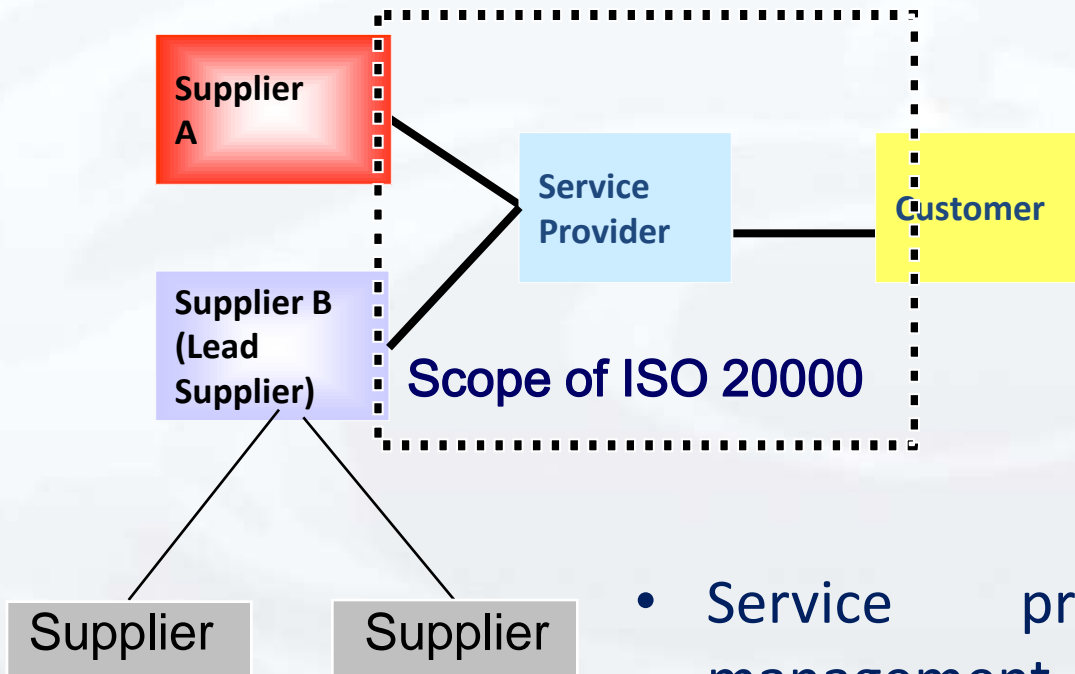
Control processes
Configuration management
Change management

Release processes
Release management

Resolution processes
Incident management
Problem management

Relationship processes
Business relationship
management
Supplier management

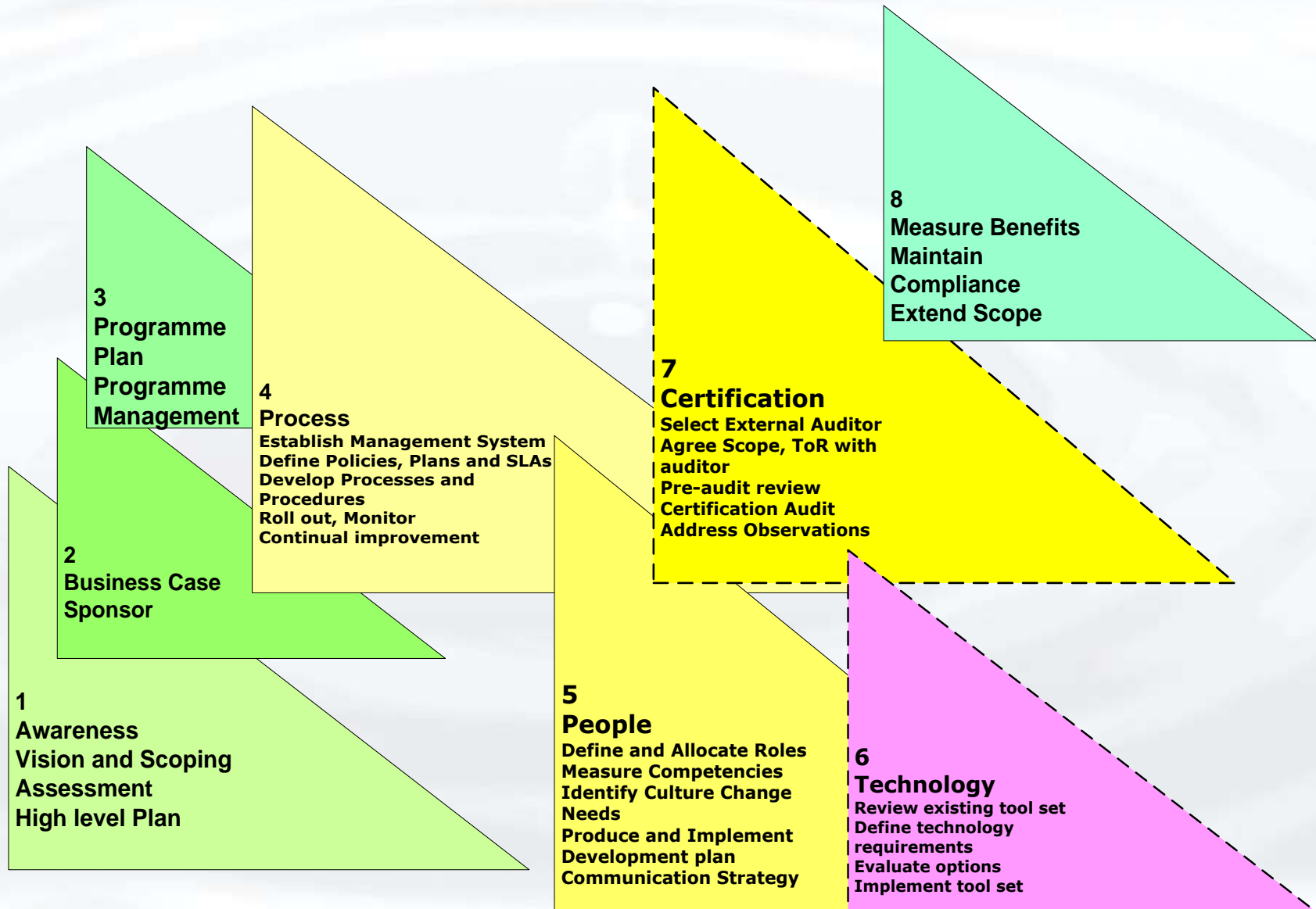
Applicability and Scope



- Scope can be determined by:
 - Service
 - Location
 - Customer
 - Technology
 - Organisational unit

- Service provider must have management control of all processes – even if some activities are outsourced

Preparing for ISO 20000



Requirements for Information technology – Service management

9.3 Release and deployment management

- ❖ Determine release policy stating the frequency and type of releases
- ❖ Monitor and analyse of the success or failure of releases

Procedures required by ISO 20000-1

- ❖ **List of Procedures required by ISO 20000-1-2011**
 - Procedure for communication
 - Procedure for document control
 - Procedure for control of records
 - Procedure for internal audit
 - Procedure for improvements
 - Procedure for service management
 - Procedure for delivery of new changes
 - Procedure for Management Review
 - Procedure for service continuity
 - Procedure for Budgeting and Accounting Services

Description of audit process

Pre Assessment Audit Document review (Stage 1)	Pre Assessment Audit (Stage 1)	Stage 2
<ul style="list-style-type: none"> ▪ Design and Plan ▪ Scope ▪ System documentation ITSMS ▪ Document Flow/Document Control ▪ Policy ▪ Risk analysis ▪ Business Continuity Plan 	<ul style="list-style-type: none"> ▪ Site Visit ▪ Checking for Implementation samples ▪ Initial technical evaluation 	<ul style="list-style-type: none"> ▪ Compliance Audit ▪ Implementation of ITSMS to be evaluated ▪ Validation of conformance with requirements
Result <ul style="list-style-type: none"> ▪ Improvement Register ▪ Major Non Conformances ▪ Minor Non Conformances ▪ Observations 	Result <ul style="list-style-type: none"> ▪ Report ▪ Non-conformities, to be closed before Step 2 is initiated 	Result <ul style="list-style-type: none"> ▪ Report ▪ Non-conformities, to be closed before the certificate is handed out ▪ Recommendation to Certification

External Audits (Corporation's View)

- Introductory Meeting (Framework, Scope, timeframe and steps to certification)
- Preparatory Pre-Audit (Document, Interview partners)
- Pre-Audit (Review Documents, Conclusiveness of ITSMS)
- Preparation of Certification Audit (+ on-site inspection, Audit plan)
- Certification Audit
- Post-Audit Phase (Implement Suggestions and Requirements)
- Supervisory Audit (at least once a year)



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Chapter-4.0 BENEFITS OF USING OUR ISO 20000-1:2011 AWARENESS AND AUDITOR TRAINING PRESENTATION KIT

- By using these slides, you can save a lot of your precious time while preparing the ISO 20000-1 awareness and certified internal audit training course materials for in-house training programs.
- To provide you with the Presentation Materials and hand-outs that you need for an effective presentation on ISO 20000-1 awareness and internal audit training, what it is, and what it requires
- Present the basics of ISO 20000-1 awareness and internal audit training to Management or other groups
- To deliver ISO 20000-1 training in a group, using a PowerPoint presentation
- Take care for all the section and sub sections of ISO 20000-1 awareness and internal audit training and give better understanding at all the levels during ISO 20000-1 awareness and internal audit training implementation and sharpen the ISO 20000-1 awareness and internal audit training requirements for all employees within organization.

Chapter-5.0 METHOD OF ONLINE DELIVERY

On secured completion of the purchase, we provide a user name and password to download the product from our FTP server. Hence, we provide an instant online delivery of our products to the user by sending an email of user name and password.

For Purchase Click Here → [Contact Us](#)