

itSMF Accredited ISO/IEC 20000 RCB Auditor Course

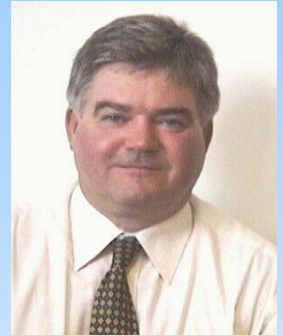
19-20 Feb 2009 - Class, 21 Feb 2009 – Exam (Duration: 1 hour)

ISO/IEC 2000 is an international standard for ITSM and fully compatible with the ITIL (IT Infrastructure Library) framework of best practice guidance for ITSM provider, large or small, in any sector or part of the world which relies on IT Service.

This course is accredited by itSMF and the qualification is accepted by itSMF work within the itSMF Certification and it is considered to be most time saving and cost effective to become a professional IT auditor. You definitely don't want to miss it! Register Now!

Course Contents:

- Introductions, background to ISO/ IEC 20000
- The itSMF ISO/IEC 20000 certification scheme
- ISO/ IEC 20000 Overview – terminology, processes and objectives
- ISO/ IEC 20000: Part 1 in detail – The Specification for Service Management
- ISO/ IEC 20000: Part 2 Overview – The Code of Practice
- Service Management toolsets
- ISO/ IEC 20000 scoping issues
- The use and application of ISO/ IEC 20000
- Examination preparations and practice
- itSMF Examination (1 hour multiple choice)



Ian Whyte is a professional IT Service Management consultant and lecturer. He is one of the world's leading authorities in ISO/ IEC 20000 and ITIL Service Management, and has delivered training and consultancy in the UK, Europe, North and South America, Africa and Asia.

Fees (Classes on 19-20 Feb 2009, One hour Examination on 21 Feb 2009)

Program Fee	HK\$6,000
Special rate for BSI Registered Client	HK\$5,500
ISACA member / Corporate rate for company sponsor for 3 or more registrations	HK\$5,000
Examination Fee	HK\$1,200

Venue

BSI Hong Kong Office
19/F., AIA Plaza, 18 Hysan Avenue, Causeway, Hong Kong (MTR Causeway Bay Exit F)

Seats are limited and reserved on a first-come-first-served basis.
For more information, please contact Ms. Ginney Cheng at tel. (852) 31493340

Supporting Organization:



itSMF Accredited ISO/IEC 20000 RCB Auditor Course

This two day course is accredited by itSMF and aimed at:

> External Auditors and Assessors working on behalf of Registered Certification Bodies (RCB): involved in the formal audit and assessment of an organisation's capability with regards to achieving ISO/IEC 20000 certification

> Internal Auditors and Assessors involved in auditing and assessing their own organisation's compliance with the standard.

Note – Internal auditors involved with preparing their organisation for formal certification should consider attending the 3 day Consultants course.

> Pre-requisites

All delegates must be qualified auditors, for example ISO 9001 (IT Sector), ISO 27001, TickIT, IRCA, CISA. Additionally each delegate should also have a minimum of three years experience in the assessment or auditing of IT and Service Management processes, and possess good communication skills.

> Outcomes

Candidates who pass the itSMF ISO/IEC 20000 Auditor's Certificate examination held at the end of this course will have demonstrated knowledge and understanding of the application of ISO/IEC 20000 processes in the delivery of quality IT services, scoping issues and assessment of an organisation's compliance with ISO/IEC 20000. This qualification is accepted by itSMF as evidence of an Auditor's competence to work within the itSMF Certification Scheme.

> Course Content

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- The use and application of ISO/IEC 20000
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- itSMF Examination (1 hour multiple choice)

Date:	Lecture: 19-20 Feb 2009	Examination: 21 Feb 2009 (1 hour)
Time:	9:30a.m. - 5:30p.m.	
Venue:	19/F. AIA Plaza, 18 Hysan Avenue, Causeway Bay, Hong Kong (MTR Exit F)	
Language:	English	
Tutor:	Ian Whyte, professional IT Service Management consultant and lecturer	
Fee per delegate:	Program Fee	HK\$6,000 <input type="checkbox"/>
(Please put a ✓ in the appropriate box)	Special rate for BSI Registered Client	HK\$5,500 <input type="checkbox"/>
	ISACA member / Corporate rate for company sponsor for 3 or more registrations	HK\$5,000 <input type="checkbox"/>
	Examination Fee	HK\$1,200 <input type="checkbox"/>
Certificate:	Certificate will be awarded by the BISHOPS BEECH LTD.	

For more information, please contact Ms. Ginney Cheng at Tel: (852) 3149 3340 / Email: ginney.cheng@bsigroup.com.

Enrolment Form

- Applicants should fill in all details in block letters and fax to (852) 8343 9337 or e-mail to ginney.cheng@bsigroup.com.

Company Name _____

BSI Certificate No. / ISACA member No. _____

Address _____

First applicant *(The name to be printed on the certificate)*

Second applicant *(The name to be printed on the certificate)*

Name (Mr/Ms) _____

Name (Mr/Ms) _____

Position _____

Position _____

Telephone _____

Fax _____

Telephone _____

Fax _____

Email _____

Email _____

✓ Seats are limited and available on a first-come-first-served basis.

✓ Applicants are expected to attend the training at the place and time specified in the leaflet. In case of cancellation, please notify us in writing 14 working days prior to the event. Substitutions can be made at any time without penalty.

✓ BSI Management Systems reserves the right to make alternations regarding arrangements.

✓ Which channel do you get the information of BSI training courses? 1. Fax 2. Email 3. Website 4. Seminar 5. Advertisement
6. Business Manager 7. Assessor 8. Others : (Please specify) _____

If you do not wish to receive any promotional materials from BSI, please put a "✓" in the box and fax back to (852) 8343 9337.

Supporting Organization:

