CERTIFICATE

This is to certify that

ANA PAULA DE ASSIS GODOY

Has successfully completed the following training conduced by QMS Academy:

LEAD AUDITOR ISO/IEC 20000-1:2018
IT SERVICE MANAGEMENT SYSTEM

Exemplar Global
RTP Certified Training

ABED

NEIFER FRANÇA
Director

Student: ANA PAULA DE ASSIS GODOY | Registration: 0009168

QMS ACADEMY

Training: Lead Auditor ISO/IEC 20000-1:2018 - IT Service Management System

Training Date: 21/11/2024 - 20/03/2025 | Total Hours: 42 horas | Final Exam. 9.00

Topics Addressed

ISO 19011:2018 - Guidelines for Auditing Management Systems
Introduction and auditing principles
Audit program management
Findings and interview techniques
Competence and evaluation of auditors

ABNT NBR ISO/IEC 17021:2016 - Conformity Assessment
Certification vs. Accreditation
International Conformity Assessment System
Auditor competence
Determination of audit objectives, scope, and criteria
Conducting audits and communication during the audit
Obtaining and verifying information
Identification and recording of audit findings
Preparation of audit conclusions
Closing meeting and conclusions
Audit Report and certification decision

Introduction to ISO/IEC 20000-1:2018 - IT Service Management System
Basic concepts
History of the standard
Applicability and benefits of the standard
Annex SL
Scope of the Service Management System
Overview of ISO

Auditing ISO/IEC 20000-1:2018 - IT Service Management System
Audit case study for each section of the Standard
Auditing the Organization's Context
Auditing Leadership
Auditing Planning
Auditing Support for the SMS
Auditing the Operation of the SMS
Performance Evaluation
Auditing Improvement