



# CERTIFICATE

This is to certify that

**ANA PAULA DE ASSIS GODOY**

Has successfully completed the following training conducted by QMS Academy:

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



  
NEIFER FRANÇA  
Director

Student: ANA PAULA DE ASSIS GODOY

Registration: 0009168



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