

**EVERTON TIAGO BIDOIA**

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

Student: EVERTON TIAGO BIDOIA

Registration: 0009410

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

Training Date: 07/01/2025 - 17/04/2025

Total Hours: 42 hours

Final Exam. 7.33

### 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