

# Audit of Information Technology (IT) Service Management System

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ISO/IEC 20000 Audit Program (latest  
version)



# **Audit of Information Technology (IT) Service Management System (ITSMS)**

**(ISO/IEC 20000:2018)**

By

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## Table of Content

About the Author

Preface by Nwabueze Ohia

**Section One:** Audit program for information technology (IT) service management system (ITSMS) – ISO/IEC 20000:2018

Context of the Organization (clause 4)

Leadership (Clause 5)

Planning (Clause 6)

Support for the Service Management System (Clause 7)

Operation for the Service Management System (Clause 8)

Performance Evaluation (Clause 9)

Improvement (Clause 10)

**Section Two:** ISO/IEC 20000 IT Service Management System (ITSMS) Information Request for Audit Engagements

## About the Author

A Certified Information Systems Auditor (CISA), PECB certified Lead Auditor in ISO 27001 (Information Security Management System), ISO 22301 (Business Continuity Management System), ISO 20000 (IT Service Management System) and Lead Cyber Security Manager (ISO 27032), Nwabueze Ohia is a seasoned Information Assurance and Cyber Security professional/expert with over 15 years working experience in consulting and full-time employment. He has worked in the banking sector in Nigeria as IT Security Auditor and information security practitioner with experience spanning information systems audit and assurance, information/cyber security, technical infrastructure security/assurance, system controls analyst, IT risk analyst, data analyst and consultant. He is an expert in the development of audit work programs, checklists and risk assessment template that conform to Institute of Internal Auditors (IIA) standard, which practitioners has found useful in the discharge of their assurance functions. With his rich knowledge of the financial services sector and underlining security/controls required of systems and IT infrastructure in the sector, his eBooks, educational and professional materials, which are result oriented and tailored towards addressing information security issues have assisted practitioners within Nigeria, Sub-Sahara Africa and beyond in addressing risk in the ever changing and dynamic control environment. Beyond the financial services sector, practitioners in other industries such as insurance, telecommunication, web hosting, Internet service providers, SaaS, cloud service provider, distribution & supply chain management, shipping, oil & gas, etc., have leveraged on materials produced by Nwabueze to excel in their endeavors.

Nwabueze Ohia has written several educational and professional materials in the field of information assurance, information/cyber security and technical infrastructures, which are published on his website (<http://oxleyconsults.com.ng>). In addition, he has four books to his credit, which he self-published on Amazon Kindle Book store as well as other ebook platforms across the globe. His wealth of experience in information assurance and cyber security consulting as well as working in financial service sector are brought to bear on all his published materials/eBooks as an experience professional with practical/hands-on perspective. He holds a Higher National Diploma (HND) in Electrical/Electronics Engineering (Telecommunications) from Federal Polytechnic Nekede Owerri, a Bachelor of Technology (B. Tech) degree in Information Management Technology (IMT) and recently completed Master of Science Degree (MSc) in Information Management Technology (IMT) from Federal University of Technology Owerri, Imo State. This is in addition to series of



professional/technical training courses he has attended in the course of his career, which endorsing him as a subject matter expert in his chosen profession.

Nwabueze Ohia is passionate about giving back to the internet and the knowledgebase of his chosen profession, having greatly been enriched by same, which he has demonstrated through several writeups, articles and professional papers published on his website for other to read and be enriched including guest posting on other professional web platforms. He finds joy and fulfillment in extending helping hands to the needy and the downtrodden of our society. His hobbies are traveling round the world, soccer, lawn tennis and above all, web application development/programming. Born in 1983 to Nigerian parents from the Eastern part of the country, he is happily married with a daughter.

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## **Preface**

**By Nwabueze Ohia**

The ISO/IEC 20000 IT Service Management System (ITSMS) is an international standard that was put in place to provide minimum requirements for the establishment, implementation, maintenance and continuous improvement of IT Service Management System (ITSMS). Every organization wishing to comply and be certified to the ISO/IEC 20000 standard adopt an implementation strategy for its ITSMS based on its needs and objectives, organizational processes, structure and service requirements. The primary objectives of establishing, implementing, maintaining and continually improving the ITSMS within an organization is to ensure that IT services meet the needs and objectives of the business through documentation of service management policies, plans, procedures and their implementation.

To be effective, organization seeking to comply with ISO/IEC 20000 standard must integrate its service management system with the organization's processes and overall management structures by ensuring that service management is considered and embedded all IT processes, information systems and service delivery management. Regulatory agencies across several industries including financial services, telecommunications, insurance, energy, manufacturing, business services and consulting have mandated the implementation, compliance and certification to ISO/IEC 20000 standard for organizations within their purview. The objective is to ensure continual improvement within the organization by determining whether processes within the scope of the its ITSMS conforms to the organization's own requirements for ITSMS as well as the control requirements of the ISO/IEC 20000 standard.

This book is a do-it-yourself compliance assessment guide for the ISO/IEC 20000 Lead Auditor (LA) and other IT audit & assurance professionals who perform audit of ISO/IEC 20000 IT service management system. It provides a detailed step by step guide on how to audit the ISO/IEC 20000 management system to ensure compliance with the ISO/IEC 20000 standard as well as organization's own requirement for ISMS. The audit program is updated with the latest control requirements of ISO/IEC 20000:2018 standard.

It serves as an audit program and risk assessment checklists for IT Assurance practitioners and ITSMS Managers with details of test procedures to be performed to confirm compliance with the requirements of the ISO/IEC 20000 management system clauses. It provides the reader with audit steps, description of the ISO/IEC 20000 management clauses, what documents (e.g. policies, procedures, manuals,

standards, frameworks, etc.) to request from the audit client for review and what to look out for during the review. Audit program/checklist can easily be integrated with popular audit management software such as teammatessolutions or IdeaGen, RSA Archer, etc.

Intended for organizations desirous of building its IT service management system to conform to the requirements of ISO/IEC 20000 standard. ISO/IEC 20000 Lead Auditors (LA) and Lead Implementer (LI) will find this book very useful for continuous review of their ITSMS and ensuring that they pass their certification and surveillance audits by external auditors.

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