

Contents

IT Auditing: IT Service Delivery and Support contains 384 PowerPoint slides with slide notes offering a practical method for performing IT audits and reviews addressing potential IT Service Delivery and Support risks. Furthermore, the PowerPoint slides content allows presentation and participation in either a group or individual self-paced training format.

This *IT Auditing: IT Service Delivery and Support* course can be offered in a 3 day period as outlined in the PowerPoint slides, in any timeframe to meet an organization's needs, or in a self-paced mode for individuals.

To view each of the 3 PowerPoint presentations click the blue link for that module such as the one that follows. Click View Slide Show if necessary. Click the left mouse button each time you are ready to advance to the next item or to check an answer throughout this presentation. To continue a presentation at a specific slide while viewing slideshow right click the mouse, select Go To Slide, and select a specific slide number.

IT Auditing: IT Service Delivery and Support Presentation – module 1

Module 1 sets the framework for learning about IT Service Delivery and Support associated with IT audits and reviews, as well as offering suggestions on how to use this CD in a self-study or group training mode, specifically addressing:

- Introduction
- Objectives
- Introductions (if a group)
- Appropriate IT Auditor Training
- An 18-question Diagnostic Test with answers
- IT Audit Training Agenda
- Suggested Training Schedule
- IT Audit Methodology
- IT Audit Glossary
- 8 Types of IT Audits
- IT Audit Standards
- Overview of IT Audit Service Delivery and Support
- IT Governance Issues
- Control Environment Criteria

IT Auditing: IT Service Delivery and Support Presentation – module 2

Module 2 continues the learning concerning IT Audit Service Delivery and Support with IT audits and reviews specifically addressing:

- IT Management
- IT Management Responsibilities
- IT Service Support
- IT Employees
- Operational Management
- Primary Guidelines
- IT Audit or Review Issues
- IT Audits and Reviews Planning

IT Auditing: IT Service Delivery and Support Presentation – module 3

Module 3 continues the learning concerning IT Audit Service Delivery and Support with IT audits specifically addressing:

- Studying and Evaluating Controls
- Protocol Reference Models
- Terminology and Definitions
- Protocols
- Internet Issues
- Integrity Management
- Change Management
- Operational Management
- Incident Management
- Problem Management
- Quality Issues
- Testing and Evaluating Controls
- Reporting
- Follow-up
- Additional References

IT Auditing: IT Service Delivery and Support Administrator's Guide

The 65-page "Administrator's Guide" provides the administrator / seminar leader with an excellent guide to offer quality training correlated to the "IT Audit Service Delivery and Support" PowerPoint presentation and provides answers for course participant exercises. Beneficially, the "Administrator's Guide" documents researched answers, with additional reference sources available on the Internet.

In a self-study mode the participant should use the "Participant's Guide" and then check the accuracy of an answer with the "Administrator's Guide".

IT Auditing: IT Service Delivery and Support Participant's Guide

The 33-page "Participant's Guide" encourages active learning about IT Audit Service Delivery and Support associated with IT audits and reviews. This workbook allows application of presented material and demonstration of the IT audit methodology, using various formats. Additionally, practice variety also is incorporated through group or individual exercise assignments.

The "Participant's Guide" contains a glossary of terms that a participant might want to reference throughout the PowerPoint presentation.