

AUDITING AND GOVERNANCE RISK AND COMPLIANCE | COURSE BROCHURE

Auditing SaaS and Shared Service Providers

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Many critical processes now run on cloud software or in shared service centres outside the organisation's direct control. This course covers auditing outsourced and SaaS arrangements: contracts and SLAs, assurance reports such as SOC reports, complementary user controls, data protection, performance monitoring and exit planning.

Outsourcing a process does not outsource the risk. You will learn to obtain assurance over services run by others.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

SOC report review exercises, contract analysis, case studies and audit programme design.

Course objectives

By the end of this course, participants will be able to:
• Identify risks in SaaS and shared services
• Review contracts, SLAs and audit rights
• Interpret SOC and similar assurance reports
• Test complementary user entity controls
• Assess data protection and access
• Review performance monitoring and exit plans

Target audience

This course is suitable for:
• IT and internal auditors
• Vendor and outsourcing managers
• Risk managers
• Compliance professionals
• Finance controllers



Course content

Target competencies

Participants will develop competencies in:

- Outsourcing risk assessment
- Contract review
- Assurance report interpretation
- Control testing
- Exit planning

Course outline

Day 1: Outsourced Services

09:00–10:08	SaaS and shared services
10:08–11:00	Risks
11:00–11:30	**Coffee break**
11:30–11:45	Risks (continued)
11:45–12:53	Responsibility
12:53–14:00	Exercise

Day 2: Contracts and SLAs

09:00–10:08	Key clauses
10:08–11:00	Audit rights
11:00–11:30	**Coffee break**
11:30–11:45	Audit rights (continued)
11:45–12:53	Service levels
12:53–14:00	Workshop

Day 3: Assurance Reports

09:00–10:08	SOC reports
10:08–11:00	Exceptions
11:00–11:30	**Coffee break**



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11:30–11:45	Exceptions (continued)
11:45–12:53	Bridging letters
12:53–14:00	Exercise

Day 4: User Controls

09:00–10:08	Complementary controls
10:08–11:00	Access and data
11:00–11:30	**Coffee break**
11:30–11:45	Access and data (continued)
11:45–12:53	Testing
12:53–14:00	Case study

Day 5: Monitoring and Exit

09:00–10:08	Performance monitoring
10:08–11:00	Exit planning
11:00–11:30	**Coffee break**
11:30–11:45	Exit planning (continued)
11:45–12:53	Reporting
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,890.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
Vienna Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,940.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Barcelona Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,840.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Dubai Confirmed dates	25 Jan 2027	29 Jan 2027	**€3,150.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Rome Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
London Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Dubai Confirmed dates	22 Mar 2027	26 Mar 2027	**€3,150.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
London Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,450.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Barcelona Confirmed dates	3 May 2027	7 May 2027	**€2,840.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	17 May 2027	21 May 2027	**€1,890.–**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.–**
Frankfurt Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,650.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**
Rome Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,450.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.–**
Cape Town Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,890.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.–**
Dubai Confirmed dates	9 Aug 2027	13 Aug 2027	**€3,150.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,450.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Vienna Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,940.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Istanbul Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,650.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Rome Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Paris Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,860.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Amsterdam Confirmed dates	29 Nov 2027	3 Dec 2027	**€2,540.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online