

ISO/IEC 20000-1:2011 Information Technology Service Management

What is ISO 20000?

- International Standard used for Information Technology Service Management
- It identifies and incorporated set of management processes for the efficient delivery of services to the business and its customers
- The latest version i.e. ISO 20000-1:2011 provides standard requirements for Information Technology Service Management

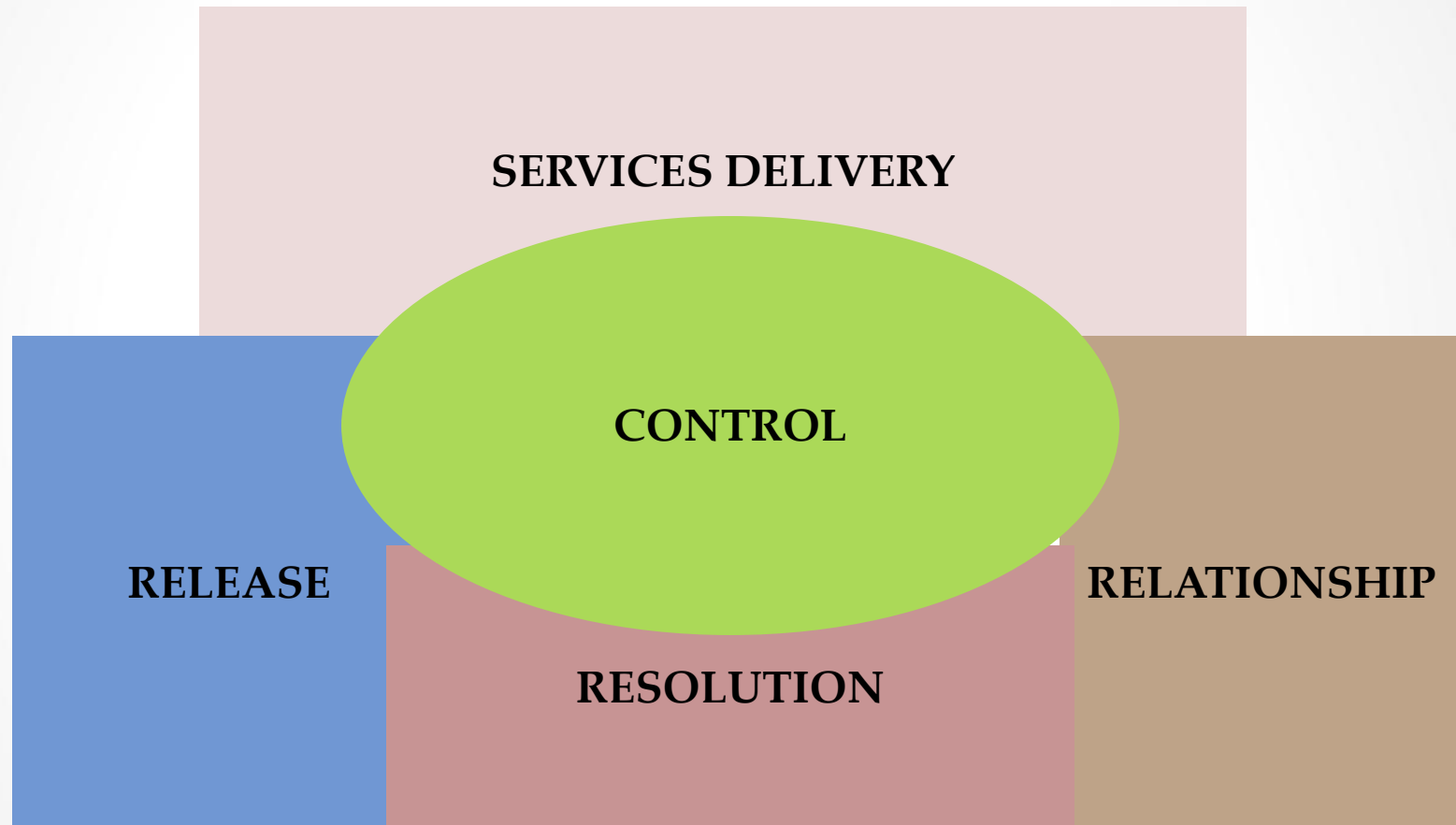
What is IT Service Management?

- It is a top – down, business determined access to the management of IT that specifically direct the strategic business rate yielded by the IT organization and the demand to have a high quality IT service.
- Planning, establishing, implementing, operating, monitoring , reviewing, maintaining and improving an SMS is the specific requirements of the standard.

Why is Service Management Required?

- Organization are progressively restricted on IT service provision
- Higher profile
- More strict user needs
- Increment in complexity of the infrastructure
- Charging for services in IT
- Customers competition

ISO 20000 Process Groups Model



Steps for Certification

STEP 1

Check whether mandatory document requirements are met

STEP 2

To check whether management system is implemented and operational and effectiveness of the system

STEP 3

Reviewing and Corrective action if any taken at STEP 1 & Step 2

STEP 4

Reviewing the documents and decision for certification

STEP 5

Issuing of certificate

Benefits of ISO 20000 Certification

- Improve in quality of service
- Increased customer confidence
- Improving reputation, consistency and interoperability
- Assured continuous improvement
- Optimized and control of costs
- Demonstrating high quality over competitors
- Ability in meeting requirements for bidding
- Management and staff understanding in business, role and processes.