



Need a system to deliver consistent,  
efficient and reliable IT services?

Use an ISO/IEC 20000 compliant management system.

**bsi.**

...making excellence a habit.™



# ISO/IEC 20000 – your first choice for IT service management.

**BSI is the business standards company that helps organizations make excellence a habit – all over the world. That's our business, enabling others to perform better.**

With over 70,000 clients in 150 countries, our clients can trust BSI to help them perform better, reduce risk and grow sustainably.

Our clients range from top global brands to small ambitious businesses. Our people have understood their challenges, and see the opportunities to share learnings.

We talk with, and listen to clients every day, via our 'Voice of the Customer' survey. We ask them what they want and how satisfied they are with our products and services, so that we make sure we are meeting their expectations and giving them the opportunity to tell us their thoughts.

BSI invests heavily in recruiting and developing the best assessors, who scored on average 9.2/10 in our Global Client Satisfaction Survey.

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# Deliver a quality IT service to your stakeholders with ISO/IEC 20000.

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Information technology is a significant investment for most companies. Whether you are an IT service provider or an organization wishing to improve the level of service provided by your internal IT department, ISO/IEC 20000 can help by ensuring the delivery of consistent, cost effective and quality IT services. ISO/IEC 20000 is compatible with IT service management best practice (ITIL) and is often adopted by service providers that wish to demonstrate that they have adopted ITIL advice in an effective manner. It supports continual improvement and shows your organization's commitment to delivering best practice in IT service management.

ISO/IEC 20000 is the first internationally recognized standard for an IT service management system (ITSM). There are a number of parts to the standard including ISO/IEC 20000-1 which outlines the minimum requirements and ISO/IEC 20000-2 which provides additional guidance to assist you in implementing the requirements.

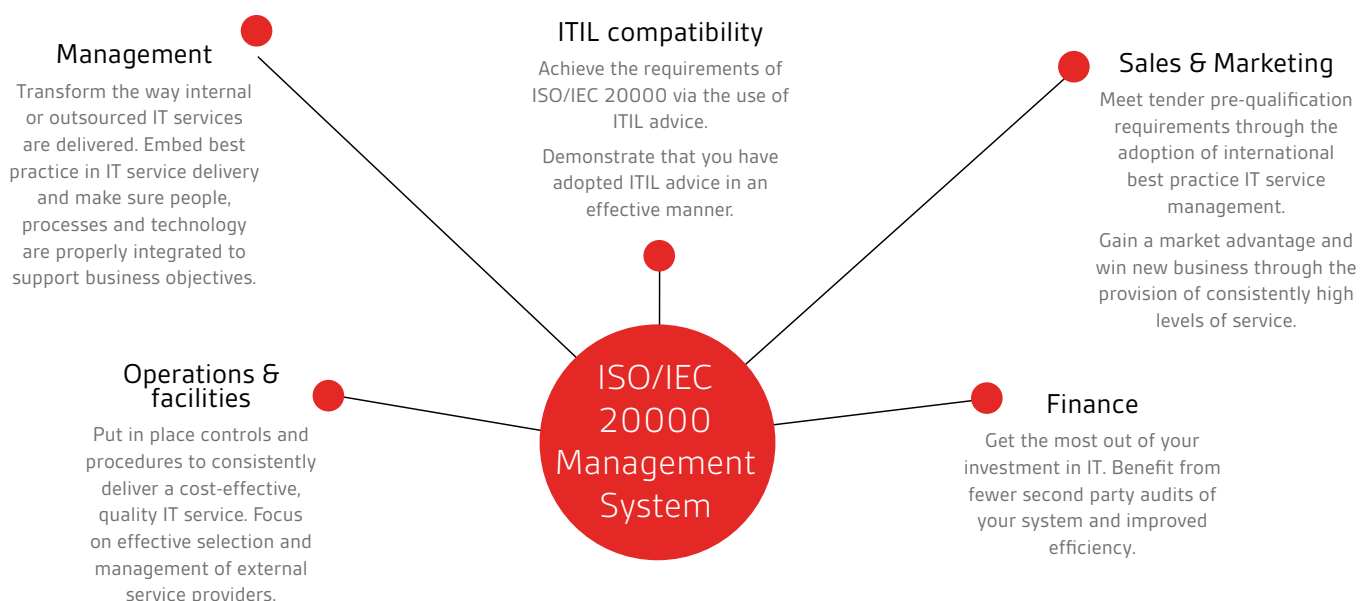
The implementation of an ISO/IEC 20000 compliant management system can support and complement ITIL, bringing about continual improvement, reduced costs, and increased confidence in your organization's IT service delivery. With the increasing dependency of business on IT, ISO/IEC 20000 is a proven approach appropriate

for any organization wanting to demonstrate its commitment to delivering cost-effective, consistent and reliable IT services that meet business requirements.

At BSI we can work with you to implement ISO/IEC 20000 to improve the design and delivery of IT services.

ISO/IEC 20000 will provide you with a best practice framework for the implementation and operation of an IT service management system.

## Benefits of a comprehensive IT service management system include:





Implementing ISO/IEC 20000 with BSI will help you put in place controls to measure and maintain consistent levels of service, through the integration of people, processes and technology to support business and customer objectives. We will work with you at every step of the way to help you achieve international best practice in the provision of IT services.



A simple guide for your ISO/IEC 20000 journey with BSI

	Understanding		Implementing solutions		Getting certified		Making excellence a habit
Step	Information gathering	▶ Calculating the benefits	Preparing the organization	▶ Putting together a tailored implementation plan	Running the system	▶ Proving it's working	Looking for opportunities for continual improvement
Actions	Understand the standard, certification and your business requirements	Understand how adopting IT service management will benefit your business	Train your team, ensure the organization understands the principles and review current business practice	Compare your activity with ISO/IEC 20000-1 requirements, then prepare a gap analysis report	Review the system to ensure it meets the standard's requirements	BSI will carry out a system and document assessment plus a system effectiveness assessment	Celebrate and promote your certification, then review the systems and processes
BSI services to help you	Your BSI contact BSI website and brochure ISO/IEC 20000-1 Standard/subscription services Webinars Case studies	Your BSI contact ISO/IEC 20000 Management Briefing Webinars Case studies	Your BSI contact Top tips for implementing ISO/IEC 20000 (website) ISO/IEC 20000-5 Information technology. Service management. Exemplar implementation plan ACP approved consultant network BSI's Entropy™ Software helps you understand the requirements and track progress	Self assessment checklist BSI Gap Analysis ITSM, ITIL & ISO/IEC 20000. Implementation Toolkit BSI's Entropy™ Software helps you identify the gaps in your system	Your BSI contact BSI's Entropy™ Software helps you effectively manage your systems and drive performance	BSI Certification Assessment	Entropy™ Software helps you effectively manage your systems and drive performance BSI Certification Assessment BSI Certificate in IT Service Management Systems BSI's unique client portal helps you to market your success



# Accelerate your IT service delivery with ISO/IEC 20000.

As experts in this field, we have designed a range of products and services to help you establish a best practice framework and operating model that allows you to measure and improve the performance of your IT services.

Whether you're new to ISO/IEC 20000 or looking to take your expertise further, we have the right training course, resources and services available.

## Improve the quality of your business performance

Delivering quality through your products and services isn't always easy. At BSI we can work with you to make sure you have the right solution to meet your business needs. And by committing to improving your business performance with BSI you will be able to show clients that you have a strong system in place, building their confidence in your organization.

### IT Service Management ISO/IEC 20000-1 **STC**

Quality Management ISO 9001 **STC**

IT Security ISO/IEC 27001 **STC**

Business Continuity ISO 22301 **STC**

Anti-Bribery BS 10500 **S**

Risk Management BS ISO 31000 **ST**

TickIT & TickIT Plus **SC**

Key: Standard **S** Training **T**  
Certification **C**

Talk to one of our advisors today to discuss your requirements for improved quality in your business performance, or visit [bsigroup.ae](http://bsigroup.ae) to find out more and see how other businesses have made excellence a habit.

## Find out more:

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