ISO/IEC 20000: 2011
IT Service Management

Tying together all your IT processes
Product Guide

bsi.

...making excellence a habit.™

What is ISO/IEC 20000 IT Service Management?

ISO/IEC 20000 is the first internationally recognized standard for IT service management. The standard is published in two parts: ISO/IEC 20000-1 outlines requirements for developing and implementing an IT management system; and ISO/IEC 20000-2 explains best practice for service management.

The standard outlines how to implement IT services that are driven by and support business objectives – rather than just technology needs. Both parts of the standard have been revised to support ITIL – showing you how to increase capacity and performance.

Why implement IT service management?

Service providers need to deliver the very best for their customers, however, sometimes in the face of new technologies or unforeseen circumstances they can struggle. The standard sets out best practice for IT service providers, including both internal departments delivering within an organization and outsourced services. Facing conflicting business conditions such as time and cost, providers often find themselves spending too much time reacting to problems rather than spending time preventing them. Good providers will be planning, training, investigating and working with customers to ensure problems do not occur in the first place.

Whilst striving to deliver high levels of service to their customers, providers are also being asked for improved quality, lower costs and faster customer responses. An integrated framework for delivering and managing IT services to the customer can provide control, greater effectiveness and opportunities for improvement within the organization. This standard provides such a framework.

Who is it relevant to?

IT service management is applicable for any organization, large or small, in any sector or part of the world which relies on IT services. The standard is particularly suitable for internal IT service providers, such as IT departments and external IT service providers, such as IT outsourcing organizations. The standard is making a positive impact in some of the leading IT -dependent sectors such as the business process outsourcing, telecommunications, finance and public sectors.

BSI Training. Turning our experience into your expertise

We have a range of IT service management training courses to help you develop the systems and expertise needed to keep your business ahead. These start right at the beginning and guide you through every stage of IT service management, from introductory training to auditing your own system. Our experts work with organizations of all sizes, tailoring courses to your needs and delivering them on-site. Train with us and you will excel at understanding, planning, implementing, assessing and auditing IT service management systems. Visit **www.bsigroup.ae** for more details.

Product Testing and Certification

BSI offers a wide range of testing and certification services for products, services and management systems in sectors such as environmental, risk, energy management, fire, personal safety, transport and construction.
Visit **www.bsigroup.com/testing** or email **bsi.me@bsigroup.com**

New to IT service management?

Book an introductory course now at
www.bsigroup.ae/ITtraining

The **key steps** in getting certified to ISO 20000

1

Make contact
We can discuss what you need, and recommend the best services for you. We'll then give you a proposal detailing the cost and time involved.

2

Complete BSI's application form
Once we have received your completed form, we'll assign you a Client Manager, who will be your point of contact through the process — and beyond. They'll have an excellent understanding of your business area and will support you as you move forward to the assessment and certification of your quality management system.

3

Make sure your staff have the necessary skills
Whether you're seeking to implement a management system or would like to increase your general awareness of the standard, there are a range of work-shops, seminars and training courses available to help you.

4

Gap analysis to make sure you are on track
We can carry out an optional gap analysis, also called a Pre-Assessment, of your existing management system against the requirements of the standard and identify any omissions or weaknesses that need resolving before formal assessment.

5

Formal assessment to achieve your ISO 20000 certificate
We'll do a two-stage assessment. First an initial review of your management system against ISO 20000 identifying any omissions or weaknesses that need resolving before Stage 2 when we'll conduct a full assessment.

6

Certification and beyond — promote your certificate and your business
Once the assessment has been successfully completed, we'll issue a certificate of registration, clearly explaining the scope of your management system. The certificate is valid for three years, and your assessor will visit you regularly to help you make sure you remain compliant, and support you in the continual improvement of your systems.

Policy and planning

The standard

ISO/IEC 20000 provides requirements and guidance on how the management of IT services should be carried out. It is based upon the Plan, Do, Check, Act (PDCA) principles and is also structured in a similar way to other management system standards such as ISO 27001 for information security.

ISO/IEC 20000 is published in two parts:

Part One: ISO/IEC 20000-1 Information technology service management.

Specification for service management covers the IT service management system (IT SMS). It is this part which organizations can be audited against and it sets out minimum requirements that must be achieved in order to gain certification.

Part Two: ISO/IEC 20000-2 Information technology service management.

Code of practice for service management describes the best practices for service management processes within the scope of the specification. ISO/IEC 20000 is fully compatible with the ITIL (IT Infrastructure Library) framework of best practice guidance for IT SM processes. The key difference is that ITI L is not measurable and can be implemented in many different ways whereas with ISO/IEC 20000, organizations can be audited and certified against a set of requirements.

Implementation and operation

There are key steps that every company implementing an IT service management system will need to consider:

Assemble a team and agree your strategy

You should begin the entire implementation process by preparing your organizational strategy with senior management. To ensure commitment an owner at senior level should be identified for the ITSMS. It is therefore vital that senior management is involved from the beginning of the process.

Develop an IT Service Management Policy

An IT service management policy is a high level document that outlines how an organization addresses IT service management as a whole and also reviews some of the pervasive and underpinning procedures that are necessary to support integrated service management. The scope of your IT service management system should also be outlined at this stage (i.e. the boundary of the service management activities).

ISO/IEC 20000 registration demonstrates that an organization has adequate controls and procedures in place to consistently deliver a cost effective, quality IT service.

Since implementing ISO 20000, Halliwells has seen the 'resolution of incidents against time targets' SLA rise from 60% success to 92% success.

Develop support documentation

This typically comprises policies and plans that support each of the key service management processes. Quite simply, it outlines roles, responsibilities and key activities involved in managing the IT Service Management components.

Implement your IT Service Management System

The key to implementation is communication and training. During the implementation phase everyone operates to the processes and procedures and collects records that demonstrate you are doing what you say you are doing.

Management review

Top management will need to meet periodically to review the processes that are in place. This will include a review of your performance against the IT policies and objectives. The review will also consider the changing business environment and the future management programme.

The features of ISO/IEC 20000

The standard is divided into the following sections which collectively defines the requirements for an organisation to deliver managed IT services of an acceptable quality to its customers:

- Scope
- Normative references
- Terms and conditions
- Service management system general requirements
- Design and transition of new or changed services
- Service delivery processes
- Relationship processes
- Resolution Processes
- Control Processes

For more information visit:
www.bsigroup.ae/itsm or email
bsi.me@bsigroup.com now to start your journey to a more successful business.

BSI Management Systems Limited
Suite 208, 2nd Floor
Sultan Business Centre
PO Box 26444
Dubai - UAE
T: +971 4 336 4917
F: +971 4 336 0309

BSI Management Systems Limited
Suite 1503, 15th Floor
Al Niyadi Building
Airport Road, P.O. Box 129835
Abu Dhabi - UAE
T: +971 2 443 9660
F: +971 2 443 9664

**British Standards Institution Group
Middle East LLC**
Level 22 Tornado Tower
West Bay
Doha - Qatar
T: +974 44 29 2568 / 2569 / 2570
F: +974 44 29 2571

BSI Healthcare Saudi Arabia LLC
854 Olaya Street
Al Ghadir District
13311-3008
Riyadh - Saudi Arabia
T: +966 1 210 7732

bsigroup.ae
bsi.me@bsigroup.com

bsi.

...making excellence a habit.™