

Introducing ISO/IEC 20000-1 Service Management

Delivering quality and value through services



Build effective and resilient services with ISO/IEC 20000-1

Benefits of ISO/IEC 20000-1*



As service delivery environments continue to evolve, service providers are looking for ways to better respond to increasing demands and deliver value for customers, users and their organization. And that's where ISO/IEC 20000-1 can help.

ISO/IEC 20000-1 is the internationally recognized standard for a service management system (SMS). It helps you to embed a service lifecycle strategy into your organization - providing best practice quidance

on how to manage your portfolio of services so they remain current and add value.

Whether you're an internal service department or an external service provider, ISO/IEC 20000-1 is the best practice framework you need to provide a consistent, reliable service.

At BSI we have the experience, the experts and the support services to help you get the most from ISO/IEC 20000-1.



Your ISO/IEC 20000-1 Journey

Whether you're new to service management or looking to enhance your current system, we have the right resources and training courses to help you understand and implement ISO/IEC 20000-1. We can help make sure your system keeps on delivering the best for your business.

You need to:

Understand and prepare

- Buy the ISO/IEC 20000-1 standard and read it; understand the content, your requirements and how it will improve your business
- Consider buying ISO/IEC 20000-2, additional guidance to assist you in implementing the requirements
- Contact us, we can propose a solution that alignsto your organization's needs

See how ready you are

 Ensure your organization understands the principles of ISO/IEC 20000-1 and the roles individuals will need to play, and review your activities and processes against the standard

Review and get certified

- Contact us to book your certification assessment
- This is a two-step process, the length varies based on the size of your organization

We help you:

- Discover information on our website, including case studies, whitepapers and webinars visit bsigroup.com
- Attend a BSI ISO/IEC 20000-1 Requirements training course

- Attend a BSI ISO/IEC 20000-1 Implementation training course
- Book a BSI gap assessment to see where you are
- BSI Business Improvement Software can support your ISO/IEC 20000-1 implementation
- Attend BSI ISO/IEC 20000-1 Internal or Lead Auditor training
- BSI Business Improvement Software helps you effectively manage your system
- Your BSI certification assessment

Continually improve and make excellence a habit

Your journey doesn't stop with certification. We can help you to fine-tune your organization so it performs at its best.

- Our free Assurance Portal helps manage your BSI audit data and benchmark performance
- BSI Business Improvement Software will help you to manage systems and drive performance
- Consider integrating other management system standards to maximize business benefits
- Celebrate and promote your success download and use the BSI Assurance Mark to show you are certified
- Your BSI Client Manager will visit you regularly to make sure you remain compliant and support your continual improvement

Why BSI?





BSI has been at the forefront of ISO/IEC 20000-1 since the start. Originally based on BS 15000, developed by BSI in 2000, we've been involved in its development and the ISO technical committee ever since. That's why we're best placed to help you understand the standard.

At BSI we create excellence by driving the success of our clients through standards. We help organizations to embed resilience, helping them to grow sustainably, adapt to change, and prosper for the long term. We make excellence a habit.



About BSI

BSI is the business improvement company that enables organizations to turn standards of best practice into habits of excellence. For over a century BSI has championed what good looks like and driven best practice in organizations around the world. Working with over 86,000 clients across 193 countries, it is a truly international business with skills and experience across a number of sectors including automotive, aerospace, built environment, food, and healthcare. Through its expertise in Standards Development and Knowledge Solutions, Assurance and Professional Services, BSI improves business performance to help clients grow sustainably, manage risk and ultimately be more resilient.

To learn more, please visit: bsigroup.com.my

Find out more

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