



ISO/IEC 2000 Quick-Check Online

The self-assessment tool that helps you manage your IT service management system, helpdesk and suppliers

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ISO/IEC 2000 Quick-Check | **ITSM**[™]
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British Standards

ISO/IEC 20000 Quick-Check Online

How would you cope if your IT service management (ITSM) system failed?

We've all seen how departments come to a standstill when the system is down for even a minute. What effect will your response rate have on your business?

As a result of this very real threat BSI British Standards has produced a new online tool using the international standard ISO/IEC 20000, to help you continually assess your ITSM processes and policies.

New online tool

Developed so that have an efficient and effective means of checking how your IT services management (ITSM) system measures up. ISO/IEC 20000 Quick-Check Online uses a series of questions to benchmark your ITSM system against the specification ISO/IEC 20000. It helps you to identify where your ITSM system is working well and where the system needs attention.

ISO/IEC 20000 Quick-Check Online - What it can do for you

- Provide you with a series of questions to help you through a comprehensive review of your ITSM system
- Give you an appreciation of how your ITSM system is performing against the standard ISO/IEC 20000
- Access to the relevant standards and guidance so that you have the latest information at your fingertips either on your desktop or hand-held device
- Help you identify ITSM risks and gaps so that you can improve and amend your policy to ensure that your organization follows best practice
- Add value to your business by demonstrating good governance practices.

Who should use ISO/IEC 20000 Quick-Check Online?

- IT service managers
- IT service auditors
- Compliance officers and managers
- Those responsible for integrating management systems in organizations

Features of the new ISO/IEC 20000 Quick-Check tool

ISO/IEC 20000 Quick-Check is a web-based tool that contains a series of questions, broken down into 21 discrete sections. The 21 sections are:

1. Management responsibility
2. Documentation requirements
3. Competence, awareness and training
4. Plan stage
5. Do stage
6. Check stage
7. Act stage
8. Planning and implementing new or changed services
9. Service level management
10. Service reporting
11. Service continuity and availability management
12. Budgeting and accounting
13. Capacity management
14. Information security management
15. Business relationship management
16. Supplier management
17. Incident management
18. Problem management
19. Configuration management
20. Change management
21. Release management

These question sets reference the recognized standard ISO/IEC 20000 (formerly known as the British Standard BS 15000).



Features include:

- Easy to understand and user-friendly web-based software – all you need is a browser and access to the internet
- Set questions for simple “yes”, “no”, “not applicable” or “in progress” answers covering each aspect of ITSM
- For each question you have the option to add comments or evidence
- Direct electronic access to a library of the full-text standards and guidance
 - **BS ISO/IEC 20000-1:2005** Information technology. Service management. Specification
 - **BS ISO/IEC 20000-2:2005** Information technology. Service management. Code of practice
 - **A Manager’s Guide to Service Management** by Jenny Dugmore and Shirley Lacy
 - **IT Service Management Self-assessment Workbook** by Ivor Macfarlane and Jenny Dugmore
- Where relevant sections relate to specific text there is a direct link to the documentation needed
- Assessments can be stored and updated as required
- You can complete assessments at your own pace and retrieve them at any time, giving you flexibility of use
- An auto-generated summary and proposed prioritizations in the form of two types of reports showing you the results so that you can determine the status of compliance or non-compliance of your IT service management system

- **Detailed Report** uses a traffic light system to highlight the importance of the question, so you can determine how your IT service management system is performing

Green – the requirement needs to be addressed to avoid a minor non-compliance

Amber – not meeting the requirement could lead to a non-compliance

Red – the requirement is a top priority

This report details all of the questions, their respective answers and any comments or reference to evidence. It also has a report summary illustrating the weighted score of each section in the form of a chart. Each score is given in percentage terms.

- **Report Summary** illustrates the weighted score of each section in the form of a chart, so that you can easily identify the areas that need more attention.
- Available online and accessible through your PC or on hand-held PDA – an easy and convenient tool for use in different locations and across sites.
- Technical support team to help you with any training or technical issues you may encounter during your annual subscription.

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Subscribe now

Price: £495 + VAT*

5 users/5 sites £1485 + VAT†

* This price entitles one user (one user ID and password) to unlimited use of ISO/IEC 20000 Quick-Check for one year. To be used to assess the subscribing organization only.
† For multi-user and enterprise pricing contact our dedicated sales team on +44 (0) 208 996 7555

To order visit www.bsigroup.com/ITSMonline click on the ‘Subscribe Now’ button and subscribe using your credit card.

For a presentation on how the ISO/IEC 20000 Quick-Check works please visit www.bsigroup.com/ITSMonline

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About BSI British Standards

BSI British Standards is the UK's national standards organization, recognized globally for its independence, integrity and innovation in the production of standards and information products, such as book, guides, electronic products, conferences and training that promote and share best practice. BSI works with businesses, consumers and government to represent UK interests and to make sure that British, European and international standards are useful, relevant and authoritative.

BSI British Standards has been instrumental in the creation, development and promotion of instantly recognizable and well-renowned standards:

BS 25999-1 for business continuity management
BS ISO/IEC 27001 for information security management
BS EN ISO 9001 for quality management
BS EN ISO 14001 for environmental management
BS OHSAS 18001 for occupational health and safety management
BS ISO/IEC 20000 for IT service management

For further information please visit
www.bsigroup.com/britishstandards

BSI British Standards is part of BSI Group, a global independent business services organization that inspires confidence and delivers assurance to customers with standards-based solutions. Originating as the world's first national standards body, the Group has over 2,250 staff operating in over 100 countries through more than 50 global offices. The Group's key offerings are:

- The development and sale of private, national and international standards and supporting information
- Second and third-party management systems assessment and certification
- Product testing and certification of services and products
- Performance management software solutions
- Training services in support of standards implementation and business best practice.

For further information please visit www.bsigroup.com

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