ISO/IEC 20000
How your organization will benefit

Executive Briefing

ISO/IEC 20000 is the first internationally recognized standard for an IT Service Management System (ITSMS). It helps organizations to implement a consistent and reliable system that can deliver cost efficiencies and build resilience.

ISO/IEC 20000

ISO/IEC 20000 provides efficiency, better risk management and a competitive advantage to organizations around the world. It's aligned to ITIL best practice requirements, helping businesses to comply and demonstrate commitment to delivering an enhanced IT service. BSI clients that have embraced ISO/IEC 20000 report first-hand that they've gained the following business advantages:

- **68%** inspires trust in our business*
- **54%** improves products and services*
- **44%** reduces business risk*

Better meet customer requirements

With ISO/IEC 20000 you'll work with stakeholders to identify service requirements specific to them. This will help you put the appropriate plans, objectives and targets in place to help enhance the service delivered and improve satisfaction, an important focus for any organization considering the potential impacts when you get it wrong.

"51% of B2B buyers avoid vendors two or more years after a bad customer service experience"^

By focusing on putting appropriate plans, procedures, reporting and agreements in place that are regularly reviewed you can see some great improvements.

> "ISO/IEC 20000 sends a powerful message that we have the processes to cover the design, transition, delivery and improvement of services that fulfil our clients' requirements. It helps us stand out."
>
> **Nada Moussa**, Alternative Networks plc, UK-based IT and telecoms provider

Top management commitment

To get the most out of an ISO/IEC 20000 ITSMS you need top management commitment. It's important you as business leaders are involved in the plan from the start. You must set the objectives and clearly communicate the role of the system and the benefits it brings to the business. By engaging your internal teams they will understand their roles and responsibilities and can help enhance your operations and the overall performance of the system.

Risk Management

In such a fast-moving environment, risks are increasing with every new technology or integration. By using ISO/IEC 20000 you'll need to identify and manage risks in line with business objectives to ensure effective performance. This robust approach is about:

- business continuity
- resilience
- achieving overall strategic business objectives
- helping you stay ahead and deliver stakeholder value

Win more business and enhance your reputation

ISO/IEC 20000 demonstrates that you take IT service management seriously. It reassures clients that you have best practice in place to deliver an effective service. It gives you confidence in your operations and encourages you to regularly review your performance to ensure it really is doing the best for your business, which in hand delivers for your stakeholders.

> "The ISO/IEC 20000 system has delivered considerable time savings – increasing efficiency in the region of 20%."
>
> **Richard Smith**, Tegen Ltd, UK-based IT solutions provider

BSI provides a unique combination of products and services to support the adoption of ISO 20000.

To find out more about how BSI can help you, visit: bsigroup.com/en-au

*Source: BSI Benefits – BSI clients were asked which benefits they obtained from ISO/IEC 20000

^Dimensional Research and Zendesk – The impact of customer service on customer lifetime value, 2013

bsi.

...making excellence a habit.™

Top tips on making **ISO/IEC 20000** effective for you

Every year we help tens of thousands of clients. Here are their top tips.

Top management commitment is key to making implementation of ISO/IEC 20000-1 a success.

"We now have more management meetings. Internal communication has improved, and the automation has increased accountability by raising awareness of individual responsibilities."

Richard Smith, Founder and Managing Director, Tegen Ltd.

Think about how **different departments work together** to avoid silos. Make sure the organization works as a team for the benefit of customers and the organization.

"We use standards to demonstrate that we are a safe operator for our customers' most precious business assets. There's no doubt that our certifications with BSI cements our service excellence."

Jitesh Bavisi, Director of Compliance, Exponential-e

Review systems, policies, procedures and processes you have in place — you may already do much of what's in the standard, and make it work for your business.

"Certification enables us to monitor, manage and analyse performance."

Nada Moussa, Quality & Compliance Manager, Alternative

Speak to your customers and suppliers. They may be able to suggest improvements and give feedback on your service.

"ISO/IEC 20000 is increasingly sought by clients as ITIL [Information Technology Infrastructure Library] becomes more popular in the IT industry, and is essential for bid applications and tender proposals."

Brian Smith, Head of Enterprise Sales, Alternative

Train your staff to carry out internal audits. This can help with their understanding, but it could also provide valuable feedback on potential problems or opportunities for improvement.

"We engaged with our staff from the beginning, updating them about progress; we trained them as we changed our service boards and ticketing system, and it completely enhanced our internal operations."

Richard Smith, Founder and Managing Director, Tegen Ltd.

And finally, when you gain certification celebrate your achievement and use the **BSI Assurance Mark** on your literature, website and promotional material.

bsi. ISO/IEC 20000-1 Information Technology Service Management

Find out more
Call: 1300 730 134
Visit: bsigroup.com/en-au

bsi.