ISO/IEC 20000
Self-assessment questionnaire

How ready are you?

This document has been designed to assess your company's readiness for an ISO/IEC 20000 IT Service Management System (ITSMS) certification assessment. By completing this questionnaire your results will allow you to self-assess your organization and identify where you are in relation to the main requirements of the standard.

Policy

Has top management developed the scope, policy and objectives of the ITSMS?

Is the policy appropriate for the services you deliver and do you have reviews planned to ensure it remains suitable?

Does the policy commit to fulfilling service requirements and include a framework for setting and reviewing service management objectives?

Has the policy been communicated by top management and understood by employees?

Planning

Has top management communicated the importance of fulfilling service, legal and regulatory requirements, and meeting contractual obligations?

Has a service management plan been created, implemented and maintained in line with the policy, objectives and service requirements?

Have you defined accountability and governance for any service management processes, or parts of processes, delivered by other parties?

Are roles and responsibilities defined, and where applicable is the appropriate training provided?

Has a management representative been appointed with full responsibility and authority for the ITSMS?

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Implementation and operation

Have you produced the relevant documents to support effective planning, operation and control of your ITSMS?

Has a documented procedure been produced for controlling these ITSMS documents and records throughout their lifetime?

Has top management ensured appropriate resources are allocated to deliver the ITSMS?

Has top management ensured that risks to services are identified, assessed and managed?

Is the performance of your service management activity being monitored and reported on as outlined in the plan?

Checking and reviewing the system

Has top management committed to conducting management reviews at planned intervals?

Has a documented procedure been produced for planning, conducting and reporting on internal audits?

Do you give clear responsibility for actioning nonconformities and identifying and eliminating the root cause?

Do you have a policy on continual improvement with a criteria to evaluate opportunities for improvement?

Is there a documented procedure to identify opportunities for improvement, with clear responsibility for effectively managing and measuring achievements?

Design and development of new or changed services

Do you have a process to plan, design and develop, test and transition new or changed services into the live environment?

Does this process ensure service requirements are identified, designed, documented and agreed with customers and interested parties?

Is there a plan to ensure you evaluate and report on the new or changed service performance against expected outcomes?

Do you have a plan to effectively and efficiently remove services where appropriate?

Service delivery processes

Have you agreed and documented all services that you will deliver with each customer?

Do you have reports in place to review the performance of your services against agreed targets?

Have you assessed and documented the risks to service continuity and availability, including customer requirements?

Have you created and implemented a service continuity and availablility plan that includes procedures and requirements for recovery?

Is this plan monitored, tested and maintained to ensure it meets targets and requirements?

Have you put appropriate policies and procedures in place to effectively forecast, budget and control your service delivery costs?

Do you have a capacity plan in place that considers the human, technical, information and financial resources required to meet agreed capacity and performance requirements?

Do you have an information security policy?

Have you developed an approach for managing information security incidents and risks, and implemented appropriate controls?

Relationship processes

Does every customer have a designated individual who is responsible for managing the customer relationship and their satisfaction?

Do you review the performance of your service with the customer at planned intervals?

Is there a definition of a service complaint and a procedure to manage and escalate any that arise?

Have you developed and agreed service level agreements with your suppliers that clearly outline the requirements, scope, levels of service and communication processes they will provide?

Resolution processes

Do you have a documented procedure for managing all incidents and service requests?

Are all employees involved in incident and service request management able to access and use relevant information to help resolve issues or successfully respond to the request?

Have you agreed and documented a definition of a major incident where top management must be informed/involved?

Do you have any documented procedures to identify and manage problems so that you can minimize their impact or avoid the problem or incident occurring?

Do you analyse data and trends on incidents and problems to identify the root cause and possible preventive actions?

Control processes

Are all configuration items defined, uniquely identifiable and recorded in a controlled configuration management database that is periodically audited?

Do you have a change management policy to identify change that could have a major impact on your services or customers?

Do you have a documented procedure to record, track and control versions of configuration items to ensure integrity?

Do you have a documented procedure to record, classify, assess and approve change requests?

Have you agreed and documented a definition and approach to managing emergency change with the customer?

Do you analyse change requests at planned intervals to identify trends and opportunities for improvement?

Do you have a release policy that outlines the frequency and type of release?

Do you build and test releases in a controlled environment to make sure they meet the agreed acceptance criteria before they go live?

Do you monitor and analyse releases to assess the impact, investigate any issues and identify opportunities for improvement?

Do you feedback information about releases and their outcomes to your change management and incident and service request processes?

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