



Need a system to deliver consistent,  
efficient and reliable IT services?

Use an ISO/IEC 20000 compliant management system.

**bsi.**

...making excellence a habit.™



# ISO/IEC 20000 – your first choice for IT service management.

**BSI is the business standards company that helps organizations make excellence a habit – all over the world. That's our business, enabling others to perform better.**

With over 70,000 clients in 150 countries, our clients can trust BSI to help them perform better, reduce risk and grow sustainably.

Our clients range from top global brands to small ambitious businesses. Our people have understood their challenges, and see the opportunities to share learnings.

We talk with, and listen to clients every day, via our 'Voice of the Customer' survey. We ask them what they want and how satisfied they are with our products and services, so that we make sure we are meeting their expectations and giving them the opportunity to tell us their thoughts.

BSI invests heavily in recruiting and developing the best assessors, who scored on average 9.2/10 in our Global Client Satisfaction Survey.

# Deliver a quality IT service to your stakeholders with ISO/IEC 20000.

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Information technology is a significant investment for most companies. Whether you are an IT service provider or an organization wishing to improve the level of service provided by your internal IT department, ISO/IEC 20000 can help by ensuring the delivery of consistent, cost effective and quality IT services. ISO/IEC 20000 is compatible with IT service management best practice (ITIL) and is often adopted by service providers that wish to demonstrate that they have adopted ITIL advice in an effective manner. It supports continual improvement and shows your organization's commitment to delivering best practice in IT service management.

ISO/IEC 20000 is the first internationally recognized standard for an IT service management system (ITSM). There are a number of parts to the standard including ISO/IEC 20000-1 which outlines the minimum requirements and ISO/IEC 20000-2 which provides additional guidance to assist you in implementing the requirements.

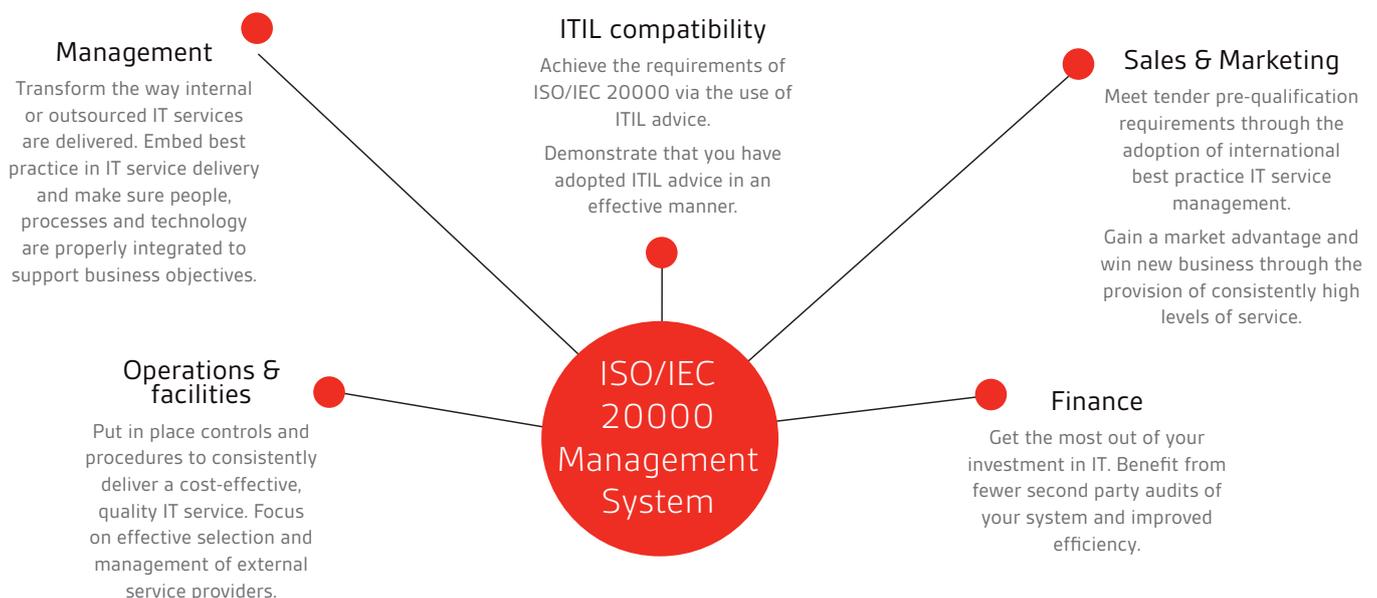
The implementation of an ISO/IEC 20000 compliant management system can support and complement ITIL, bringing about continual improvement, reduced costs, and increased confidence in your organization's IT service delivery. With the increasing dependency of business on IT, ISO/IEC 20000 is a proven approach appropriate

for any organization wanting to demonstrate its commitment to delivering cost-effective, consistent and reliable IT services that meet business requirements.

At BSI we can work with you to implement ISO/IEC 20000 to improve the design and delivery of IT services.

ISO/IEC 20000 will provide you with a best practice framework for the implementation and operation of an IT service management system.

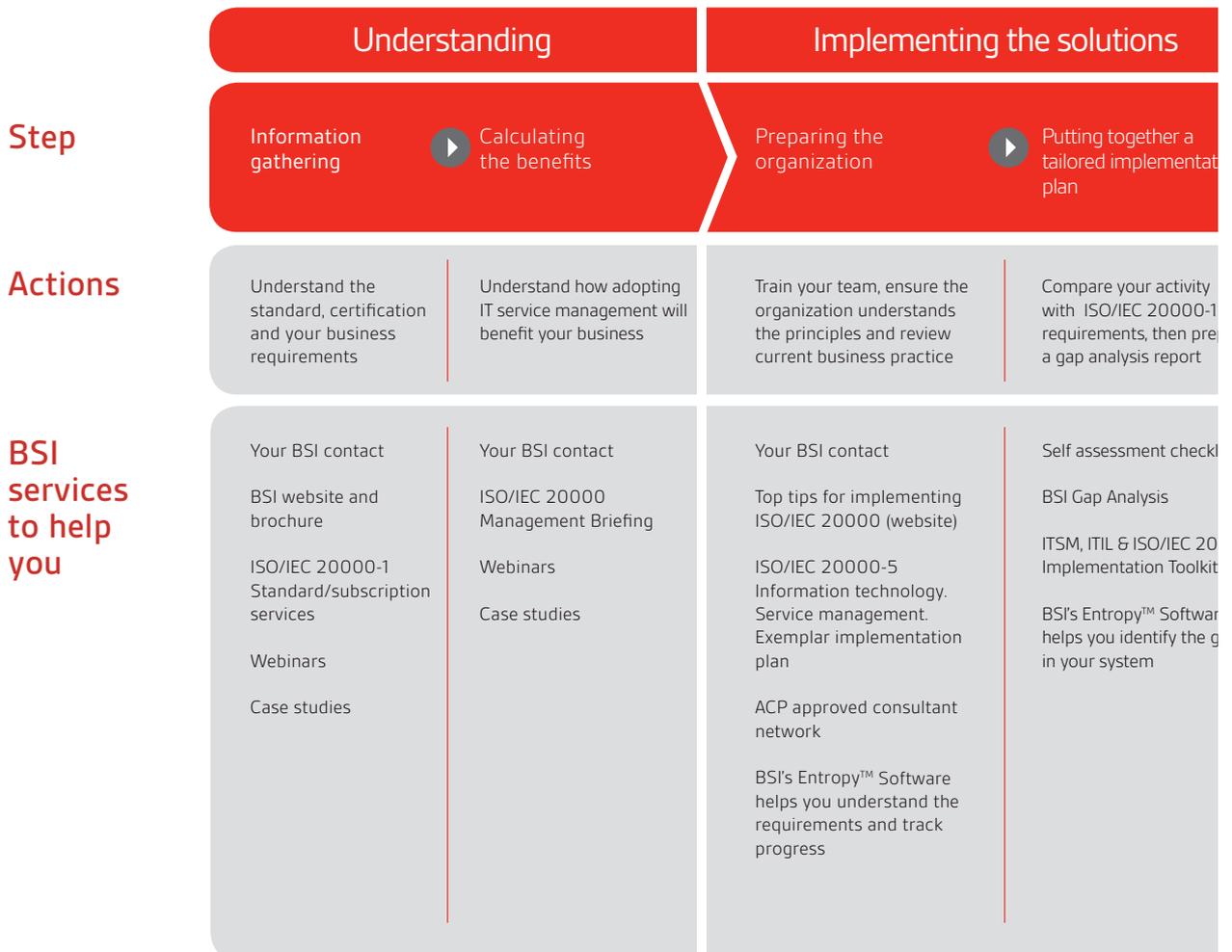
## Benefits of a comprehensive IT service management system include:





Implementing ISO/IEC 20000 with BSI will help you put in place controls to measure and maintain consistent levels of service, through the integration of people, processes and technology to support business and customer objectives. We will work with you at every step of the way to help you achieve international best practice in the provision of IT services.

### A simple guide for your ISO/IEC 20000 journey with BSI





## Getting certified

## Making excellence a habit

Running the system



Proving it's working

Looking for opportunities for continual improvement

Review the system to ensure it meets the standard's requirements

BSI will carry out a system and document assessment plus a system effectiveness assessment

Celebrate and promote your certification, then review the systems and processes

Your BSI contact

BSI's Entropy™ Software helps you effectively manage your systems and drive performance

BSI Certification Assessment

Entropy™ Software helps you effectively manage your systems and drive performance

BSI Certification Assessment

BSI Certificate in IT Service Management Systems

BSI's unique client portal helps you to market your success

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# What else do we do?

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## Business assurance and quality management

Our quality products and services will help your business perform at its best, from implementing a quality management system to the testing and certification of your products. Investing in quality can help you save money, increase profit, win more business and satisfy more customers. We also offer sector-specific quality management schemes including aerospace, automotive, medical devices and IT service.

## Environmental and Sustainability Services

Good Environmental Choice Australia (GECA)

NGERS Verification

Australian Forestry Standard AS 4708

Chain of Custody AS 4707

Australian Wood Packaging Certification Scheme

Product Stewardship

Roundtable of Sustainable Materials (RSB)

E-Waste

Sustainable Events ISO 20121

Product Carbon Footprint ISO 14067

Carbon Neutrality PAS 2060

Energy Management ISO 50001

Water Management

Environmental and Sustainability training courses

## Food safety

BSI believes the world should be supplied with safe, quality food and we now offer a broad range of Food Safety certification services after integrating with NCSI. We are Australia's leading food safety certification provider, with extensive auditing capacity and capability to conduct integrated audits for a wide range of Food Safety standards across the entire food and beverage supply chain. Our service solution for food safety includes certification, training, assessment, and supply chain software, providing you and your customer's assurance and enabling you to manage risk more effectively.

## Health and Safety

Taking health and safety seriously can achieve maximum return for your employees, your operations and your customers. We provide a range of products and services to help you make your workplace healthy and safe, as well as providing testing and certification services to help Personal Protective Equipment (PPE) manufacturers meet and demonstrate compliance with relevant legislation. We offer safety management certification for AS/NZS 4801, OHSAS 18001, National (OHS) Self-Insurance and SafetyMAP schemes. A well-structured safety management system gives you an advantage over your competitors in tendering processes.

## Training

We understand that business success starts with people. We're one of the world's leading providers of training on standards, management systems and business improvement. Our trainers are recognised as leaders in the field and provide quality training to organizations of all sizes and from all sectors. We offer both public and tailored in-house training across a range of areas including Quality, Environmental and Safety management systems, as well as courses on Food Safety. Whether you're looking to gain a basic understanding of how standards can help your business, want to learn best practice for implementing standards, want to become a qualified auditor, or gain a nationally recognized diploma – we'll support you all the way.

Talk to one of our advisors today and tell us what you need. In the meantime please visit [bsigroup.com/en-nz](https://bsigroup.com/en-nz) for more information about BSI's service offering.

**Find out more:**

**Call: 0800 583 965**

**Email: [bsigroup.com/en-nz](https://bsigroup.com/en-nz)**

**Visit: [bsigroup.com/en-nz](https://bsigroup.com/en-nz)**