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Introducing ISO/IEC 20000

Enhancing your IT service management

Show the quality of your IT services with
ISO/IEC 20000

Benefits of ISO/IEC 20000*

68%
Inspires trust
in our business

44%
Reduces
business risk

54%
Improves products
and services

Supports you to meet ITIL
best practice requirements

In today's interconnected world, technology continues to advance, presenting new opportunities and challenges for business. As providers of IT services it's important to not only make sure the appropriate IT services are delivered, but that they adapt and align with business objectives.

Whether you're an internal IT service department or an external IT service provider, delivering a quality service valued by your stakeholders is essential. And that's where ISO/IEC 20000 can help.
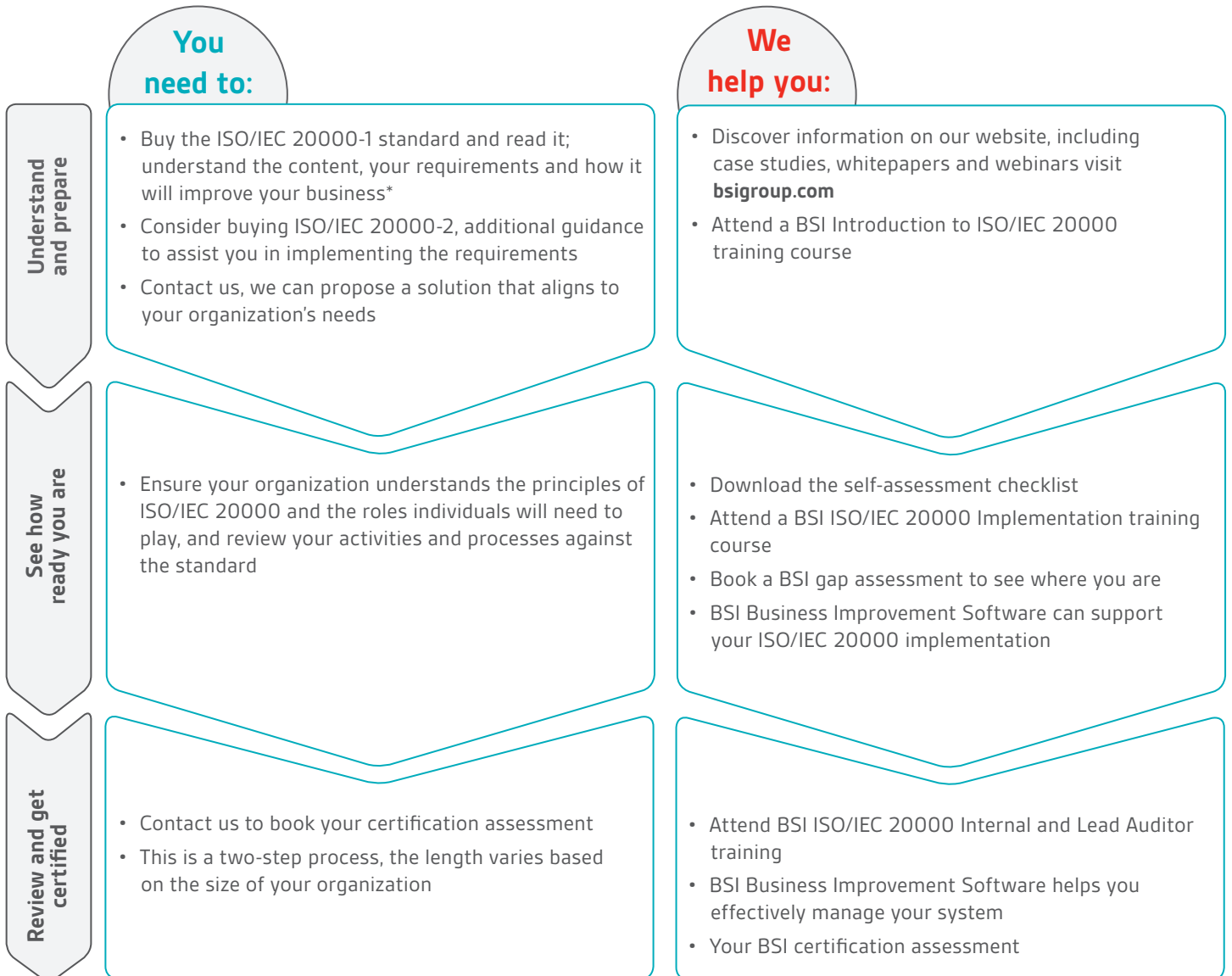
ISO/IEC 20000 is the first internationally recognized standard for an IT Service Management System (ITSMS). It helps you to implement a consistent and reliable system that can deliver cost efficiencies and build resilience.

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

"ISO/IEC 20000 provides our clients and prospects with reassurance and differentiates us from our competitors." Richard Smith, Tegen Ltd, UK-based IT solutions provider

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

Your ISO/IEC 20000 Journey

Whether you're new to IT 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. We can help make sure your system keeps on delivering the best for your business.

You need to:

We help you:

Understand and prepare

You need to:
- 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 aligns to your organization's needs

We help you:
- Discover information on our website, including case studies, whitepapers and webinars visit **bsigroup.com**
- Attend a BSI Introduction to ISO/IEC 20000 training course

See how ready you are

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

We help you:
- Download the self-assessment checklist
- Attend a BSI ISO/IEC 20000 Implementation training course
- Book a BSI gap assessment to see where you are
- BSI Business Improvement Software can support your ISO/IEC 20000 implementation

Review and get certified

You need to:
- 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:
- Attend BSI ISO/IEC 20000 Internal and 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.

- Celebrate and promote your success – download and use the BSI Assurance Mark to show you are certified
- BSI ISO/IEC 20000 Registered Auditor qualification can help advance your auditing skills
- BSI Business Improvement Software will help you to manage systems and drive performance

- Your BSI Client Manager will visit you regularly to make sure you remain compliant and support your continual improvement
- Consider integrating other management system standards to maximize business benefits

*ISO/IEC 20000 is split into 2 parts. ISO/IEC 20000-1 outlines the minimum requirements and is the standard you purchase and can certify against. ISO/IEC 20000-2 is an additional guidance document to help implementation.

Why BSI?

BSI has been at the forefront of ISO/IEC 20000 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.

For over a century our experts have been challenging mediocrity and complacency to help embed excellence into the way people and products work. With 80,000 clients in 182 countries, BSI is an organization whose standards inspire excellence across the globe.

Our products and services

We provide a unique combination of complementary products and services, managed through our three business streams; Knowledge, Assurance and Compliance.

Knowledge

The core of our business centres on the knowledge that we create and impart to our clients. In the standards arena we continue to build our reputation as an expert body, bringing together experts from industry to shape standards at local, regional and international levels. In fact, BSI originally created eight of the world's top 10 management system standards.

Assurance

Independent assessment of the conformity of a process or product to a particular standard ensures that our clients perform to a high level of excellence. We train our clients in world-class implementation and auditing techniques to ensure they maximize the benefits of our standards.

Compliance

To experience real, long-term benefits, our clients need to ensure ongoing compliance to a regulation, market need or standard so that it becomes an embedded habit. We provide a range of services and differentiated management tools which help facilitate this process.

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Find out more
Call: **+44 (0)345 080 9000**
Visit: **bsigroup.com**