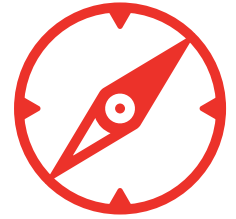# ISO/IEC 20000-1 Service Management System

## How it will benefit your organization

### Executive Summary

ISO/IEC 20000-1 is the international standard for Service Management Systems (SMS). In changing service delivery environments, it helps you respond to increasing service demands and deliver value for customers, users and your organization.

Whether you're an internal service department or an external service provider, ISO/IEC 20000-1 is the best practice framework you need to provide a consistent, reliable service.

### An integrated approach

ISO/IEC 20000-1 is based on the ISO high level structure (HLS) that brings a common framework to all management systems. This helps to keep consistency, match sub-clauses against the top-level structure and apply a common language across all standards. With ISO/IEC 20000-1 in place, you'll find it easier to incorporate your SMS into the core business processes and maximize your investment in management system standards.
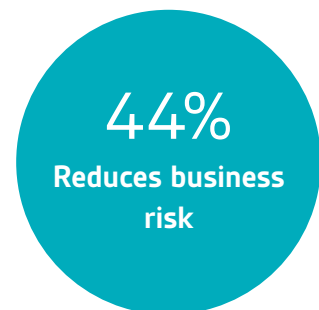
### Leadership and commitment

ISO/IEC 20000-1 requires you to have a strategic focus on service delivery. As a leader, your commitment and support is crucial to the success of your SMS and the delivery of services. It's important to ensure your service management policy and objectives are aligned to the strategic direction of your organization. And you integrate the SMS requirements into your business processes to drive success and build resilience.

### Service lifecycle management

ISO/IEC 20000-1 requires you to regularly review the context of your organization so you can respond to changing service management trends and ensure your service portfolio remains appropriate. It helps you identify opportunities and manage risk in line with business objectives to ensure effective service delivery that provides stakeholder value.

**BSI clients who have adopted an ISO/IEC 20000-1 SMS tell us they benefit in the following ways*:**

| | | |
|---|---|---|
| **69%** Inspires trust in our business | **59%** Improves products and services | **44%** Reduces business risk |

*Source: BSI Benefits survey - BSI clients were asked which benefits they obtained from ISO/IEC 20000-1

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# Top tips on making **ISO/IEC 20000-1** effective for you

Every year we have interactions with tens of thousands of clients. Here are their suggestions for maximizing your implementation and certification.

**Your leadership commitment** is key to making your SMS effective and successful.

**Keep staff informed** of what's going on, create a team or assign a champion, as this will increase motivation. This could include a well communicated plan of activities and timescales.

**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.

**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.

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

**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.

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

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Find out more
Call: **1300 730 134**
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