

Preparing for ISO/IEC 20000-1:2018

Six steps for a successful transition

Don't delay – start today

BSI has identified a step-by-step journey to help you understand and realize the benefits of the revised ISO/IEC 20000-1. We have mapped out a framework which guides you through the options and support available from BSI to ensure you have the knowledge and information you require.

- 1 Talk to your BSI Client Manager**
 - Discuss your challenges and timelines
 - Review the latest content on the BSI website for background information
 - Buy your copy of ISO/IEC 20000-1
- 2 Attend BSI's Training Academy**
 - Delivered by experts, understand the new requirements faster and in greater detail by attending one of our training courses
- 3 Communicate with your organization**
 - Talk to your leadership team about the new requirements
 - Communicate the revision to your wider organization to gain buy in
 - Send regular updates on progress
- 4 Set up an internal project team**
 - Create an implementation plan and monitor progress
 - Take a fresh look at your service management system
 - Implement the new requirements on leadership, risk and context of the organization
 - Adapt your documentation to reflect the new structure
- 5 Gap assessment**
 - To help you prepare for ISO/IEC 20000-1 we can use our experts to complete a gap analysis to identify your strengths and weaknesses. This will then help you prepare for Step 6
- 6 Transition assessment**
 - Working with your BSI client manager you can complete your transition to the new standard before the deadline in September 2020

ISO/IEC 20000-1 transition timeline

