

For more than 10 years, and with thousands of satisfied clients around the world, IMSM has worked with companies in both manufacturing and service sectors to help them achieve ISO standards. IMSM adds value by attracting new clients and improving efficiency, through Quality (ISO 9001), Information Security (ISO 27001), Environmental (ISO 14001), Health & Safety (BS OHSAS 18001), Food Standards (ISO 22000) and other management systems, providing a fixed fee, fixed timescale, integrated solution.

You are guaranteed:

- IRCA qualified and experienced assessors
- Fixed fee for better budgeting
- Smooth integration of own system
- No red tape or bureaucracy
- Potential savings through better working practices
- Consultancy help with documentation and manuals
- A successful audit outcome – provided you follow the system we provide and adopt the procedures

Certification audits ensure the regular evaluation of the management process so that the system remains fully effective.

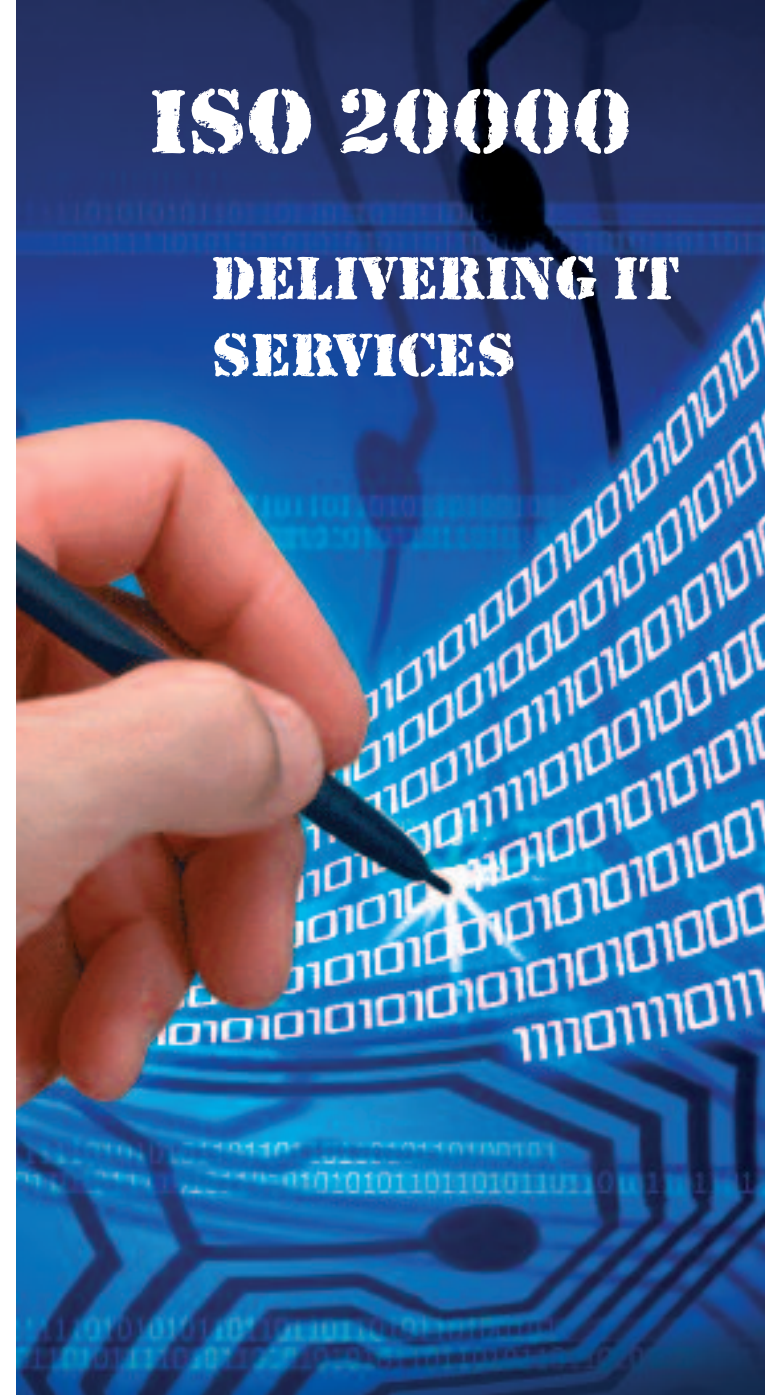


Contact us Now:

Business Manager



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ISO 20000

DELIVERING IT SERVICES



**I.T. Service
Management Systems
from IMSM**

A framework for delivering and managing I.T. Services

ISO 20000 is the best practice standard that sets out the requirements for your IT Service Management System. It is relevant to your organisation if you recognise that the quality and effectiveness of your IT services (and their management) is fundamental to your success.

Inside organisations ISO 20000 Service Delivery includes the processes needed for improving the quality of IT services delivered to the business. Service Level Management, Financial Management for IT Services, Availability Management, Capacity Management and IT Continuity Management deliver those capabilities that help transform an IT-centric operation into an optimised business-aligned operation.

For external IT Service Providers ISO 20000 provides the proof to customers that you are able to deliver on your promises and SLA's because you have a recognised best practice management system controlling the quality of the delivery in all foreseeable circumstances.



Benefits of installing ISO 20000

When you incorporate ISO 20000 into your management process you derive the following benefits;

- IT service providers can reliably provide the agreed (with their customers/users) level of service leading to increased customer satisfaction and effective cost control.
- External service providers can use certification as a differentiator and win new business and increased market share.
- External service providers can more easily and quickly meet contractual and tender requirements with less work, a faster response and more certainty of securing contracts.
- Management has the necessary tool to meet the requirements of the Business Plan.
- IT service staff are clear about their responsibilities leading to an increase in morale, effectiveness and work output.
- Continuous improvement is built in.
- The certification process can reduce the need for supplier audits, reducing costs for the customer and disruption for the supplier.
- ISO 20000 is compatible with (and can be mapped to) ITIL, COBIT and other standards containing IT Service requirements.

What it covers

ISO 20000 is the product of thousands of submissions to the ISO committees from practising CIO's and IT managers worldwide based on their operating experience. ISO 20000 comprises Part 1 – the auditable system, requirements and Part 2 – the code of practice which provides advice on best practices for service management, effectively how to implement Part 1. ISO 20000 identifies 8 control areas;

1. Scope and requirements – including service situation, management responsibility, documents and training.
2. Planning and implementing – including activities, monitoring, measuring, reviewing and continuous improvement; the “ISO cycle PDCA”.
3. New or changed services – keeping the system up to date.
4. Service delivery process – including service level, management, reporting, continuity, availability, budgeting and accounting, capacity and security management.
5. Relationship process – between supplier and customer.
6. Resolution process - for incident and problem management.
7. Control processes – for configuration and change management.
8. Release process – to deliver, distribute and track changes in a new release.

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