

**Flexible implementation:** Designed to fit around your business requirement and schedule.

**Expertise:** All IMSM Assessors have been successfully trained to the highest standard by an IRCA, or equivalent, approved training body and have earned a reputation of integrity for contributing value and best practice. IMSM guarantees that your Assessor will be highly qualified and trained to assist your business to ISO certification.

**Full service:** IMSM offers full implementation; we will produce the manuals and make the process as simple as possible by improving systems already in place.

**Training:** IMSM offer training to supplement your ISO; training with IMSM is flexible and delivered by experienced IMSM Trainers.

#### What is involved?

Our Assessor will examine your company's key activities and existing procedures and identify conformances to the ISO standard. You will be assisted in developing programmes to rectify areas of non-conformance and producing appropriate quality procedure manuals.

If required, IMSM will develop and deliver tailored training programmes for your staff to supplement your ISO certification, to ensure a full understanding and implementation of the quality controls being put in place, by way of employee development.

The external audit is the monitoring of the company's conformance to the ISO standard. IMSM will continually support your business

through the aforementioned stages as well as leading up to the audit, offering support and guidance to conformity.

Once your organisation is confirmed as being compliant, your organisation will be submitted to the certifying body deemed suitable. Upon successful completion of the audit your organisation will be awarded certification.

#### Related services

Beyond the Information Technology Service Management System of ISO 20000, IMSM also recommend to your business the following management system standards:

- ISO 9001 Quality Management
- BS OHSAS 18001 Occupational Health and Safety Management
- ISO 14001 Environmental Management
- ISO 27001 Information & Data Security Management
- ISO 22301 Business Continuity Management

These standards are compatible with ISO 20000 and can be integrated to deliver audit efficiency, consistency and optimisation. To explore the ways ISO can help to improve your business, contact IMSM today for an informal discussion with your local IMSM Area Manager.

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# Information Technology

## ISO 20000



iso specialists

## Business challenge

IT is an essential business function of business today. Increasingly concerns are raised about IT services, internal and outsourced, not meeting the actual needs of businesses and customers.

## Business solution

ISO/IEC 20000 IT service management enables an organisation to independently demonstrate that they meet best practice. Using the process-based approach of ISO 9001, the Plan-Do-Check-Act (PDCA) cycle and a requirement for continual improvement, ISO/IEC 20000 (often referred to as ISO 20000) benchmarks how organisations deliver managed services, measure service levels and assess their performance.

## What is ISO 20000?

ISO 20000 is the international IT service management standard that enables IT organisations (in-house, outsourced or external) to ensure that their IT service management processes are aligned with the needs of the business, its customers and international best practice. ISO 20000 certification demonstrates that an organisation has adequate controls and procedures in place to consistently deliver a cost effective, quality IT service.

ISO 20000 is applicable to any organisation that relies on IT services, particularly suitable for internal IT service providers, such as IT departments, and external IT service providers, such as IT outsourcing organisations. Organisations can have their IT service management systems independently certified as conforming to the requirements of ISO 20000.

ISO 20000 has two main parts, which identify how to enhance the quality of service delivered to customers, both internal and external.

**Part One:** Specification covering the IT service management, which you can be audited against.

**Part Two:** Code of practice describing the best practices for service management processes within the scope of the specification.

## What are the key benefits to your business?

ISO 20000 assists your organisation in benchmarking its IT service management, improving its services and demonstrate an ability to meet customer requirements. Other benefits include:

- Increased customer satisfaction and effective cost control: Reliably provide the agreed level of service with customers/users.
- Win new business and increase market share: Certification is a differentiator from competition.

- Easily and quickly meet contractual and tender requirements: External service providers can receive a faster response to tenders and gain more certainty of contracts.
- Ensure staff are efficient and stakeholders are confident: IT service staff are clear about their responsibilities leading to an increase in morale, effectiveness and work output. Key stakeholders are kept satisfied.
- Continual improvement is built in.
- Reduce costs and save time for the customer: Certification can reduce the need for supplier audits, relieving the customer costs and disruption for the supplier.
- Compatibility: ISO 20000 is compatible with (and can be mapped to) ITIL, COBIT and other IT service standards.

## Why choose IMSM?

The IMSM approach is based on a key set of principles in order to create balanced and sustained results for our clients:

**Fixed fee:** IMSM ISO implementation is priced at a fixed rate from day one. No hidden charges, no unexpected invoices.