Questions and answers about ISO 20000

Our experts have answered important questions about ISO 20000 certification for your IT service management. Would you like to learn more? **Contact us!**

1. WHAT EXACTLY DOES ISO 20000 REVEAL?

The ISO/IEC 20000 on service management serves as a measurable quality standard for IT service management (ITSM). To that end, the ISO/ IEC 20000 specifies and illustrates the necessary minimum requirements for processes that an organization must establish in order to provide and manage IT services at a defined quality. The ISO/IEC 20000 is based on the process descriptions provided by the IT Infrastructure Library® (ITIL®) of the Cabinet Office and is complementary to them.

2. WHAT ARE THE REQUIREMENTS OF THE ISO 20000?

- Commitment from management.
- Information Technology Infrastructure Library (ITIL®) helps with the introduction of a service management system, but it is not mandatory.
- Information security: Certification according ISO 20000 also specifies requirements for information security as per ISO 27001.
- Process management: An organizationmust be able to prove that its IT service processes are documented, managed and continuously improving. Processes performed by third parties must be steerable.

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3. WHEN SHOULD ITIL® PROCESSES BE IMPLEMENTED?

All ITIL® processes should be implemented in full prior to certification. The Information Technology Infrastructure Library® (ITIL®) contains specialist and methodical principles as well as a set of rules for optimizing processes in the IT service. ITIL® provides easy entry into service management and prepares you perfectly for ISO 20000 certification.

4. WHAT ARE THE COMPONENTS OF ISO/IEC 20000?

- **ISO/IEC 20000-1:2011**
  Mandatory requirements. Only this standard can be certified.
- **ISO/IEC 20000-2:2012**
  Examples and suggestions for designing IT service management processes on the basis of ISO/IEC 20000-1 (aid to orientation).
- **ISO/IEC TR 20000-3:2009**
- **ISO/IEC TR 20000-4:2010**
- **ISO/IEC TR 20000-5:2010**
  Technical reports with recommendations and introductory explanations.

5. WHICH COMPANIES SHOULD GET ISO 20000 CERTIFICATION?

The standard ISO 20000 is suitable for all companies that aim to improve their IT service processes. In addition, certification can be particularly beneficial for companies in quality-critical industries and other organizations that require documentation of their quality-assured IT service processes. These include businesses in the automotive industry, insurances, banks and of course IT service providers. Certification according to ISO 20000 provides measurement and comparison values you can use to check your own IT processes and allows you to provide the required documentation.

6. ARE THERE ANY COMPANIES THAT CANNOT BE CERTIFIED ACCORDING TO ISO 20000?

No, in principle any company can get certification as per ISO 20000. Our experts will be happy to tell you whether certification makes sense for your business. Please note, however, that certification according to ISO 20000 does not relate to products such as service management tools.

7. WHAT ARE THE ADVANTAGES OF INTRODUCING A SERVICE MANAGEMENT SYSTEM ACCORDING TO ISO 20000?

- Your IT processes are standardized, which makes them more effective and cost-effective.
- Your IT costs become transparent. This allows you to uncover potential savings.
- You improve your IT services through tried-and-tested processes and methods.
- You illustrate the effectiveness and quality of your IT processes and IT services.
- Customer satisfaction increases.
- You increase productivity in your core business and make optimal use of your resources.
- Communication is simplified through consistent terminology.

8. WHAT COULD A PROJECT PLAN FOR ISO 20000 LOOK LIKE?

1. Implement project management for the introductory project
2. Implement the necessary processes, preferably on the basis of ITIL®.
3. Draw up the necessary documentation and process documentation.
4. Perform procedure and process optimization.
5. Perform process assessments.
6. Perform training / training courses.
7. Initiate necessary change processes (change management).
8. Perform pre-audits.

9. WHAT PROBLEMS TYPICALLY OCCUR IN AN ISO 20000 PROJECT?

That often depends on the maturity of the existing processes, the number of affected employees and the services to be provided (scope). Incomplete documentation, internal barriers or a fear of change can cause delays. And so can changes in the way people view the relationship between customers and IT.

OUR EXPERTS WILL PROVIDE INITIAL CONSULTATION AT NO CHARGE. CONTACT US IF YOU ARE INTERESTED.

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