IT Service Managements System (ITSMS)

ISO/IEC 20000-1 AND 20000-2

IT Infrastructure Library ITIL® has become largely accepted as the guideline for IT Service Management.

More customers are demanding compliance to ITIL®. Internal IT or shared services organizations are trying to improve service quality by adopting the best practices from ITIL®. However, there is no third party certification possible against ITIL®. To address this issue, ISO/IEC 20000 standard was published in 2005. This standard has two parts: 20000-1 provides the specifications and 20000-2 provides code of practice. Both documents were updated in 2011.
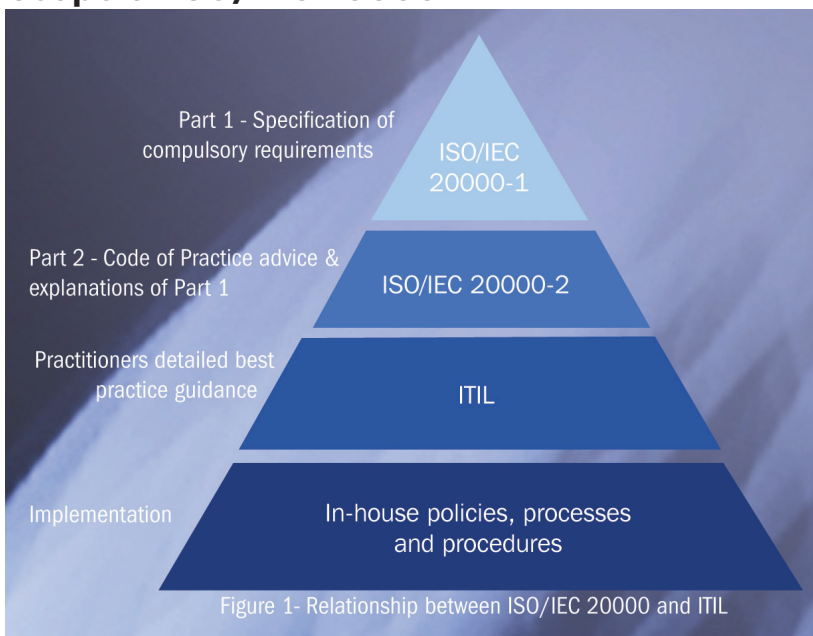
Why should you adopt ISO/IEC 20000-1?

- ISO 20000-1 provides a crisp roadmap for implementing IT services management
- This is the only third-party certification for IT service management
- Prerequisite for all government contracts
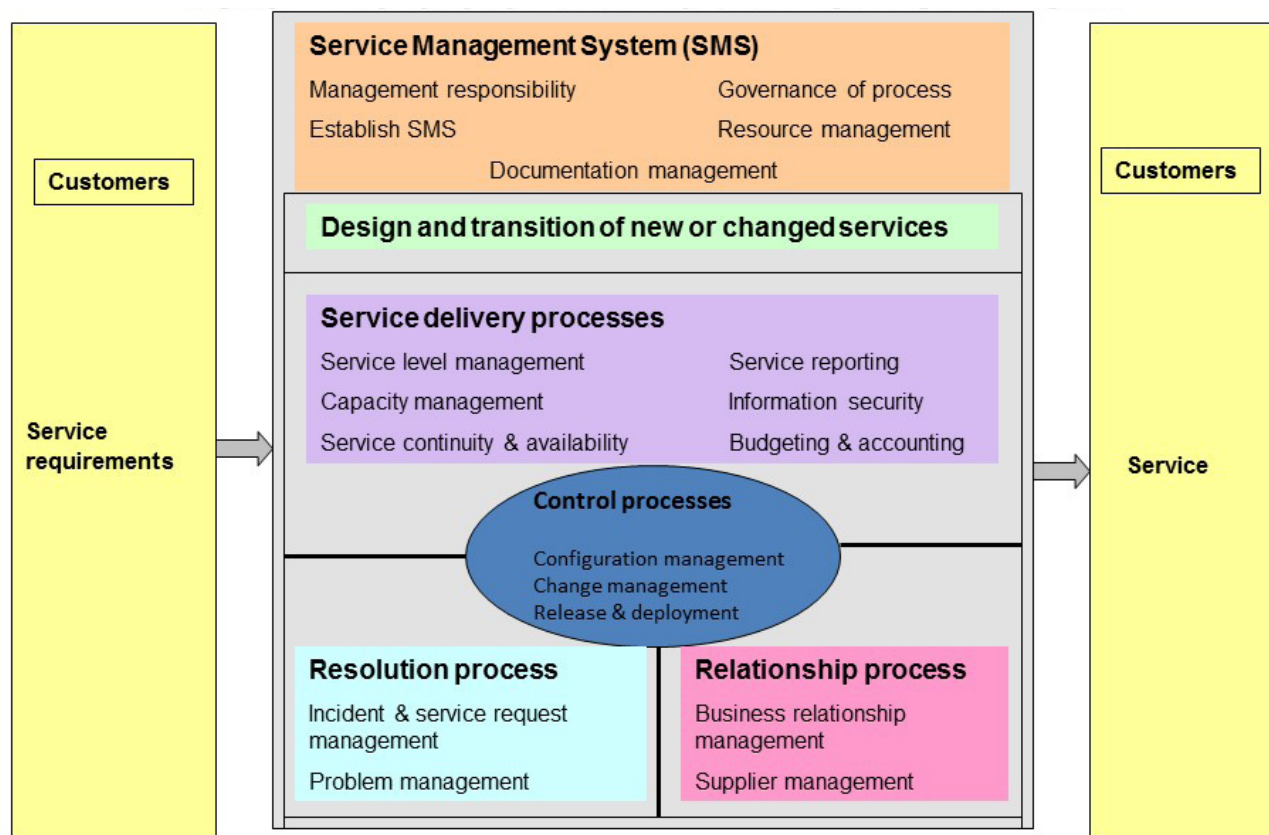- Complements ISO 9001 and ISO 27001

Business Benefits from ITSMS

- Samsung Electronics reported 37.5% reduction of operational problems through problem management
- Capital One Bank reported 92% reduction in critical incidents
- Visa reported 75% reduction of incident resolution time
- Nationwide insurance reported 40% reduction of system outage

Scope of ISO/IEC 20000-1

Part 1 - Specification of compulsory requirements — ISO/IEC 20000-1

Part 2 - Code of Practice advice & explanations of Part 1 — ISO/IEC 20000-2

Practitioners detailed best practice guidance — ITIL

Implementation — In-house policies, processes and procedures

Figure 1- Relationship between ISO/IEC 20000 and ITIL

DQS Inc.

ISO/IEC 20000-1 Process Framework

Customers

Service requirements

Service Management System (SMS)

Management responsibility   Governance of process

Establish SMS   Resource management

Documentation management

Design and transition of new or changed services

Service delivery processes

Service level management   Service reporting

Capacity management   Information security

Service continuity & availability   Budgeting & accounting

Control processes

Configuration management
Change management
Release & deployment

Resolution process

Incident & service request management

Problem management

Relationship process

Business relationship management

Supplier management

Customers

Service

Roadmap for ISO/IEC 20000 Certification

1~2 weeks   1 month   8~12 months   Every year

Initiation   **Plan**   **Do**

Check 8 weeks **Check** 10 weeks **Check**

Continuous Assessment

Internal audits

Act

Registration audit

Surveillance audit
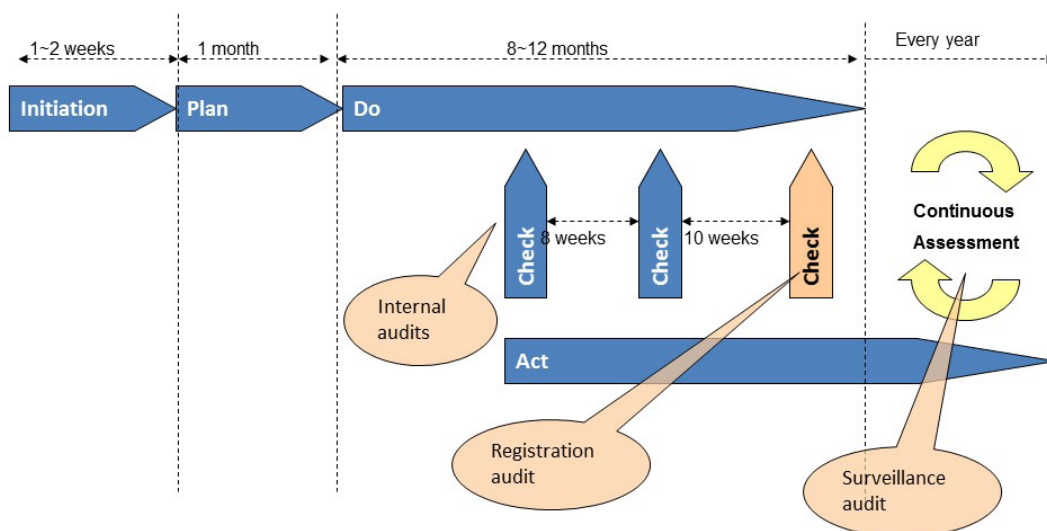
Quick Facts about DQS Inc.

- Formed as a partnership between The Underwriters Laboratories Inc. (UL) and DQS (German Registrar of Management Systems,) which was founded by DGQ (German Society of Quality) and DIN (German Institute of standardization).

- Global presence: 80 offices in 60 countries

- Best-in-class auditors: over 2,500 competent auditors worldwide

- Large customer base: over 59,000 certifications

- For more information, please email: Info.IT@dqsus.com