ISO/IEC 20000-1 : 2018
Information Technology

WHAT IS ISO 20000-1?

ISO/IEC 20000-1 is the international IT service management standard that enables IT institutions (in-house, outsourced or external) to ensure their IT service management processes are aligned with the needs of the business, its customers and international best practice. ISO/IEC 20000-1 certification demonstrates that a company has adequate controls and procedures to consistently deliver a cost-effective, quality IT service.

WHO NEEDS ISO 20000-1?

ISO/IEC 20000-1 pertains to any business that relies on IT services, particularly for internal IT service providers, such as IT departments, and external IT service providers, such as IT outsourcing companies.

IT is an essential operational function of business today. Increasing concerns are raised about IT services, internal and outsourced, not meeting companies and customers' actual needs. ISO/IEC 20000-1 IT service management enables a company to demonstrate that they meet best practice, audited by an independent third party.

"IMSM are very hands-on, guiding you through the process. We still have our IMSM Mentor attend our Management Review Meetings. He is the best and stellar in his guidance."

Dawn M.

BENEFITS OF ISO 20000-1

ISO/IEC 20000-1 helps your business promote its IT service management, improving its services, and demonstrating an ability to meet customer requirements. Additional benefits of an effective ISO/IEC 20000-1 are vast and can be unique to your specific business, but could include:

- Increased customer satisfaction and effective cost control: providing the agreed level of service with customers/users

- Win new business and increase market share: certification is a differentiator from the 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

- Compatibility: ISO/IEC 20000-1 is compatible with (and can be mapped to) ITIL, COBIT and other IT service standards

- Ensuring staff are efficient and stakeholders are confident: IT service staff are clear about their responsibilities, leading to increased morale, effectiveness and work output

- Demonstrating your commitment to continual improvement, with a clear focus on improving systems and procedures

- Reduced costs and time savings for the customer: certification can reduce the need for supplier audits, relieving the customer costs and disruption for the supplier

RELATED SERVICES AND PRODUCTS

Beyond ISO 20000-1, IMSM can also introduce your business to a range of management system standards designed to be compatible and integrated to help develop and grow a profitable company by delivering audit efficiency, consistency and continual improvement.

IMSM also offers one-day and two-day Internal Auditor Training Courses and a range of services and additional products.

To explore the ways ISO standards can help improve your business, **contact IMSM today** for an informal discussion with your local IMSM Area Manager.

Take the next step: request your no-obligation, fixed fee, custom quote today.