Certify Your Information Technology Service Management System

ISO/IEC 20000-1:2011

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ISO/IEC 20000-1:2011 defines the requirements for a service provider to deliver managed services. It is the first international standard for IT service management and promotes the adoption of an integrated process approach to effectively deliver managed services.

IT service providers are under great pressure to deliver cost-effective, high-quality, safe and reliable service to their customers and their own organizations. With growing reliance on support services and the wide range of technologies available, service providers strive to uphold high levels of customer service. ISO 20000-1 has been developed to make your IT organization or IT service providers more efficient and ensure quality, consistent, and reliable IT service through implementation of an Information Technology Service Management System.

The new standard is based on the British Standard BS 15000 and is closely aligned with the IT Infrastructure Library (ITIL®). ISO 20000-1 is a code that provides a yardstick for measuring and validating an organization's success in implementing best practices as defined by ITIL. Those organizations that have achieved or are pursuing achievement of BS 15000 and those organizations that are implementing ITIL will find themselves already on the path to ISO 20000-1, and consequently able to increase their credibility as organizations.

ISO/IEC 20000-1:2011 Requirements

The ISO/IEC 20000-1:2011 standard consists of two parts under the title Information Technology - Service Management:

1. ISO/IEC 20000-1:2011 (Part 1) consists of a number of specifications, including Requirements for a Management System, Planning and Implementing Service Management, Planning and Implementing New or Changed Services, Service Delivery Process, Relationship Processes, Resolution Processes, Control Processes, and Release Process.
2. ISO/IEC 20000-2:2011 (Part 2) is a "code of practice" that describes the best practices for service management within the scope of ISO/IEC 20000-1 Part 1. Part 2 helps those organizations looking to adopt ISO 20000-1.

ISO 20000-1 applies to both large and small service providers. The best practice service management processes deliver the best possible service to meet a customer's business needs within agreed resource levels, no matter the size of the organization.

Why Choose ISO 20000-1 Certification?

Some of the key benefits of implementing ISO 20000-1 within your organization are as follows:

- Reduction in operational exposure to risk
- Ability to meet contractual requirements
- Improved efficiency, reliability, and consistency of services in all areas, impacting costs and service
- Increased likelihood of being chosen over competitors that are not certified to ISO 20000-1
- Ability to manage suppliers more effectively
- Reduction in the frequency of supplier audits
- More responsive services

Should My Organization Seek Certification?

In determining whether to seek ISO 20000-1 certification, an organization should consider the following:

- ISO 20000-1 is especially important to organizations in industries in which quality IT services are essential to business success, such as — but not limited to — the financial services, utilities, and health services industries. Certification permits these organizations to demonstrate to their stakeholders and customers that they have well-managed IT environments.
- ISO 20000-1 is relevant to organizations that provide managed services and outsourcing of IT services. Certification permits managed services organizations to assure clients that their IT environments will be well managed, and enables outsourcing organizations to assure clients that they will receive high-quality IT services. These service providers must prove that they have documented all five key areas within ISO 20000-1 and that the requirements of the standard are being adhered to. Documentation must include Service Management policies and plans, Service Level Agreements, processes and procedures required by ISO 20000-1, and any records required by this standard.

The Certification Process

Certification can happen fairly quickly once your management system is ready. The typical certification process involves a readiness review of your management system documentation, an on-site pre-assessment if you desire, the certification audit itself, closure of any open issues, a review by the registrar, and the issuance of your certificate. Certification costs are typically small compared to the cost of implementing the system. Fees are typically driven by the size of your company, complexity, and audit days required. With some basic information about your company, SRI can easily provide a no-obligation, detailed cost proposal to consider.

PLANNING AN ORGANIZATION (PO)	
PO1	Define a strategic IT plan
PO2	Define the information architecture
PO3	Determine the technological direction
PO4	Define the IT organization and relationships
PO5	Manage the IT investment
PO6	Communicate management aims and direction
PO7	Manage human resources
PO8	Ensure compliance with external requirements
PO9	Assess risks
PO10	Manage projects
PO11	Manage quality
ACQUISITION AND IMPLEMENTATION (AI)	
AI1	Identify automated solutions
AI2	Acquire and maintain application software
AI3	Acquire and maintain technology infrastructure
AI4	Develop and maintain procedures
AI5	Install and accredit systems
AI6	Manage changes
DELIVERY AND SUPPORT (DS)	
DS1	Define and manage service levels
DS2	Manage third-party services
DS3	Manage performance and capacity
DS4	Ensure continual service
DS5	Ensure systems security
DS6	Identify and allocate costs
DS7	Educate and train users
DS8	Assist and advise customers
DS9	Manage the configuration
DS10	Manage problems and incidents
DS11	Manage data
DS12	Manage facilities
DS13	Manage operations
MONITORING (M)	
M1	Monitor the processes
M2	Assess internal control adequacy
M3	Obtain independent assurance
M4	Provide for independent audit

Table 1. COBIT IT Control Objectives

SRI is a Full-Service, Accredited Registrar

As acceptance of international standards has grown, so has SRI. Established in 1991, **SRI was one of the first five registrars in the U.S.** SRI now serves over 40 manufacturing and services industries across North America, Asia, and Europe. SRI was also the **first U.S. registrar accredited to ISO 27001** for Information Security, a valuable complimentary standard to ISO 20000.

SRI Auditors Make the Difference

From its leadership role, SRI has built its business by employing the best auditors in the field. Our senior auditors are seasoned professionals averaging more than 25 years of experience. They know the standards and the industry so they can step right in and add value to your audit.

We know you have a choice.

Here's why you should choose SRI:

- Accredited by ANAB, RvA, IATF, SRI offers registration to a full range of standards to meet all your business needs
- SRI's web-based e-VENTS system, integrated with our fully automated operation support, puts all your sites' audit schedules, plans, and results at your fingertips when you need it, where you need it
- SRI uses the same audit team across audit events for greater consistency and effectiveness
- We offer Pre-Assessments and two-stage Registration and Renewal audits that give you one-on-one time with a lead auditor and an early look at your system, which leads to a smoother registration audit
- SRI's no-surprises, practical, open-book approach builds strong, long-lasting relationships
- We are one of the top five U.S. owned and operated registrars, and among the first to be QS-9000 and ISO/TS 16949 qualified. Decisions regarding your business and registration are made right here by us
- SRI's membership in key QMS and EMS technical advisory groups, and participation in industry standards development and oversight, ensure you are among the first to know about changes that will affect your business
- Training conducted publicly by our lead auditors on standards and requirements gives you the practical, hands-on knowledge you need to succeed
- Our organization is the right size to provide responsive, one-on-one service to every client. We are ready when you need us

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