NEWS RELEASE

SRI Quality System Registrar

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FOR IMMEDIATE RELEASE

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SRI now offers accredited ISO 20000-1 registration to companies with conformant Information Technology Service Management Systems

ISO/IEC 20000-1:2005 is the first international standard for IT Service Management (soon to be ISO/IEC 20000-1:2011). The standard defines the requirements for an IT service provider to deliver managed services to internal and/or external organizations. It promotes the adoption of an integrated process approach to effectively deliver technical 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 (ITSMS).

What does this mean for SRI Clients?

Clients with a conformant ITSMS will be able to get a globally recognized ANAB accredited registration certificate from SRI. Clients who currently hold a Certificate of Conformance from SRI will be able to upgrade

to an ANAB accredited certificate at any of their next events. Let your Customer Care Coordinator know if you are interested.

ISO 20000-1 can apply to any organization wishing to implement processes and controls that enhance the effectiveness of IT service management and delivery. It is sector independent, and relevant to both public and private, internal or external organizations. Those organizations that feel ISO 20000 is a better fit for their business, and that are currently ISO 9001 certified, can easily upgrade at an upcoming audit event. ISO 20000-1 uses the same approach as ISO 9001 and ISO 27001, including the PDCA (Plan-Do-Check-Act) cycle for continual service improvement.

How does this work with my current registration(s)?

Separate requirements exist for your management system under the ISO 20000 standard from either ISO 9001 or ISO 27001. SRI recommends you purchase and thoroughly read the standard (available at www.iso.org), get training from SRI if needed, and develop a thorough implementation plan. SRI also offers integrated ITSMS, QMS, and Information Security audits, delivering more value at each event and saving time and expense. SRI leads the industry with highly specialized auditors qualified to serve all the needs of high tech companies.

What does it cost?

Registration alone is similar in time and cost to a QMS registration. However, when combined in an integrated audit for those customers that also have ISO 27001 or 9001 registrations, substantial synergies and savings can be realized. Call your Customer Care Coordinator or Sales person for more information and a specific quote, or go to www.sriregistrar.com and complete a Request for Quote.

About SRI

SRI Quality System Registrar, headquartered in Seven Fields, PA, in the greater Pittsburgh metro area, is accredited by ANAB, RvA, and IATF for ISO 9001, 14001, 13485, TS 16949, RC14001/RCMS, and AS9100/9120, as well as certification services for OHSAS 18001/Z10, ISO 27001, BS 25999, and other emerging standards. SRI has field offices in Birmingham, AL, Dublin, Ireland, Los Angeles, CA, and Osaka, Japan, with auditors conveniently located in the U.S., Europe, Mexico, Canada, Middle East, and Asia. Since its founding in 1991, SRI has grown to serve the auditing, certification, and training needs of companies in over 40 major industries, including the specific technical requirements of automotive, aerospace, medical devices, and chemicals. For more information on how **SRI builds relationships for success**, go to www.sriregistrar.com or call 724-934-9000.

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