

ISO/IEC 20000 - IT SERVICE MANAGEMENT

Compliance Consulting Services



AT A GLANCE

Companies of any size rely on effective IT service management (ITSM). No matter where our clients are based or what they do, IT services need to be cost effective, reliable, consistent and efficient. Whether our clients are managing their internal IT services or providing outsourced IT services, ISO/IEC 20000 which supports ITIL will help bring their services up to the standard required.

KEY BENEFITS OF ISO 20000 IMPLEMENTATION

1. Achieve international IT service management best practices
2. Develop IT services that are driven by and support business objectives
3. Integrate people, processes and technology to support business goals
4. Put in place controls to measure and maintain consistent levels of service
5. ISO/IEC 20000 is compatible with ITIL to support continual improvement
6. Enjoy cost benefits by making IT services more efficient

WHY SI?

1. Certified, expert consultants with significant experience in this domain
2. Tool agnostic but detailed knowledge of all leading ITSM tools allowing us to give objective advice based on client requirements
3. Consulting philosophy that focuses on embedding best practice in the DNA of our client's organisation
4. Strong relationships with certifying bodies such as BSI, TUV Nord, SGS etc.
5. Thorough internal audits guaranteeing Certification
6. ISO 20001 Li and La training for employees to help them become independent for future audits

CERTIFICATION METHODOLOGY

We typically apply four phases to the successful delivery of an ITSM process and we can demonstrate proven success with some of the most successful organisations in the Fortune 500 index.

PHASE I PLANNING	PHASE II IMPLEMENTATION	PHASE III INTERNAL AUDIT	PHASE IV CERTIFICATION
Objectives & policies	Gap treatment plan	Monitor, review & refine	Documentation
↓	↓	↓	↓
Current state assessment	Implementation controls	Management review	Verification
↓	↓	↓	↓
Gap analysis	Training & awareness	Measure & effectiveness	Certification