

# ISO/IEC 20000-1

## Providing Service Management Structure

Service-Oriented Architectures.... SaaS... Cloud Computing... Virtualization... With IT Services continually advancing and integrating into all aspects of business, organizations are increasingly depending on internal and external managed service providers. But unprepared providers can quickly find themselves struggling to meet even the most basic levels of service and customer satisfaction. ISO/IEC 20000 helps organizations efficiently deliver quality IT Service Management through a comprehensive process approach.

Understanding expectations, planning for services and service changes, and monitoring performance can be critical to an IT service's success or failure. An IT Service Management System (ITSMS) can in turn be critical for organizations providing anything from Service Desk support to full-fledged system design and deployment.

An ITSMS provides a technology-neutral framework for understanding, agreeing on, implementing, and monitoring effective managed services. ISO/IEC 20000 offers internationally recognized best practices through an integrated process approach designed to meet the expectations of both businesses and customers. Specifically, the ISO/IEC 20000-1 standard sets forth the structural requirements for an ITSMS from service planning and service delivery to resolution and release management, along with resources and controls throughout the service lifecycle. The companion document ISO/IEC 20000-2 code of practice provides interpretive guidance and recommendations for organizations implementing the standard.

ITSMS implementation is designed to be a bedrock upon which to build continually improving service management systems. It is fully scalable to organizations large and small or to customers internal and external. Consider the benefits of developing an ITSMS as part of your organization's customer satisfaction and business continuity strategies.

### Benefits of ISO/IEC 20000-1 Registration

- ▶ Improves mutual understanding of requirements and accountabilities
- ▶ Aligns with and provides framework for ITIL methodologies
- ▶ Provides structure for business continuity and growth
- ▶ Drives improvements in processes and services

### Why Choose NQA?

- ▶ Customer-focused US-managed Certification Program
- ▶ Dedicated Client Support Representative
- ▶ Competent and personable itSMF-accredited auditors
- ▶ Partnership approach with no hidden fees or requirements

### Requirements of the Standard

Consistently follow processes and record results of various activities such as:

- ▶ Service Delivery Management
- ▶ Relationship Management
- ▶ Control Management
- ▶ Resolution Management
- ▶ Release Management

**Call NQA USA today toll-free at 800-649-5289  
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