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The ISO/IEC 20000 is an international
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It provides parameters needed for an SMS to deliver services of an acceptable quality. The ISO/IEC 20000 practitioner course is aimed at IT professionals who assist organisations to implement and/or maintain the ISO/IEC 20000 certification.

ISO/IEC 20000™ Training and

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Since ISO/IEC 20000 certification is structurally aligned with other management system standards, complying with ISO/IEC 20000 will make conforming to other similar standards and regulations easier. The government, military, and health care organizations

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have all started mandating ISO/IEC 20000 certification for their IT service providers.

ISO/IEC 20000 certification: What it is,
why your ...

For an Organization to obtain the ISO/IEC 20000 certification, it has to engage the services of a Certification Body. Well,

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What is a Certification Body? Is a

company that is responsible for providing certificates to companies that request their services and comply with the requirements of the standard against which they want to become certified.

ISO/IEC 20000 certification – the process

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of obtaining a ...
ISO/IEC 20000 is the first international standard for service management. It was developed in 2005 by ISO/IEC JTC1/SC7 and revised in 2011 and 2018. It was originally based on the earlier BS 15000 that was developed by BSI Group.

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Becoming a ISO/IEC 20000 certified organization provides myriad benefits, including: Continual improvement of IT services - inspiring customer confidence
Increased rate of change and staff productivity - leading to reduced long-term cost and risk of failure to meet

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ISO/IEC 20000 is a Service Management
System (SMS) standard. It specifies
requirements for the service provider to

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plan, establish, implement, operate,
monitor, review, maintain and improve an
SMS. The requirements include the
design, transition, delivery and
improvement of services to fulfill agreed
service requirements.

Certified ISO/IEC 20000 Lead Auditor |

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ISO 20000 is a global standard with international reach. That's a requirement in order for it to be deemed an International Standard or "IS". ISO 20000

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Implementation Guide provides both a framework and methodology. It offers opportunities for businesses to prove they follow the best practices and gain certification in doing so.

ISO 20000 vs ITIL: What's The
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When you achieve ISO/IEC 20000-1 certification you'll be able to show customers and stakeholders your commitment to delivering a quality service. It's a great opportunity to

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celebrate your achievement, promote your business and show that you are an agile organization who responds to the changing service delivery environment.

Certification for ISO 20000 | BSI
ISO/IEC 20000-6:2017 specifies
requirements and provides guidance for

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certification bodies providing audit and certification of an SMS in accordance with ISO/IEC 20000?1. It does not change the requirements specified in ISO/IEC 20000?1. ISO/IEC 20000-6:2017 can also be used by accreditation bodies for accreditation of certification bodies.

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Benefits of ISO 20000. ISO 20000 can help your organisation benchmark its ITSM, improve services, demonstrate its ability to meet customer requirements and create a framework for independent assessment. Benefits of ISO 20000

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Implementation for service providers: Offers competitive differentiation by demonstrating reliability and high quality of ...

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Management Standard ...

Abstract ISO/IEC 20000-1:2011 is a

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service management system (SMS)

standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. The requirements include the design, transition, delivery and improvement of services to fulfil agreed service

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ISO - ISO/IEC 20000-1:2011 -

Information technology ...

Correct application of this document will enable certification bodies to harmonize their application of ISO/IEC 17021-1 for assessments against ISO/IEC 20000-1. It

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will also enable accreditation bodies to harmonize their application of the standards they use to assess certification bodies.

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