



ISO/IEC 20000-1:2011

IT- SERVICE MANAGEMENT SYSTEM

ISO 20000-1 is the international standard for quality management specifically focused around IT service management. Certification to ISO 20000-1 ensures that your day to day service delivery is carried out in a way that drives customer satisfaction through improved service and leads to on-going continuous improvement.

ISO 20000-1:2011 (the latest version of ISO 20000-1) provides a set of standardised requirements for an IT service management system (SMS).

Benefits of ISO 20000

By achieving certification to ISO 20000-1 your organisation will be able to reap numerous benefits.

These include and are not limited to:

- Reduction in incidents and improved incident management
- Reduction in response times and interruptions to IT service
- Improved management of cost leads to financial savings
- A culture of continuous improvement
- Greater understanding of roles and business objectives.
- Increased customer satisfaction from internal and/or external customers
- Provides you with a competitive advantage
- Enhanced customer satisfaction that improves client retention
- Consistency in the delivery of your service or product

ISO 20000 Standard

ISO/IEC 20000-1:2011 is a 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 requirements.

How to Establish an ISO 20000-1 IT Service Management System?

- To meet the requirements of ISO 20000-1 an organisation must:
- Formulate an IT service management plan within which the scope and objectives must be defined
- Establish a service management policy and ensure management commitment and responsibility
- Take control of processes operated by third parties that fall within the scope
- Document, record and control all necessary information
- Establish and improve the SMS through the Plan-Do-Check-Act cycle of ISO management systems
- Plan, design and test new or changed services
- Define, catalogue and report on service delivery processes against targets
- Take into account the financial constraints when budgeting for service components
- Identify and document the customers, users and interested parties of the services
- Develop incident and service request management policies and procedures
- Develop configuration and change management processes
- Establish a release policy

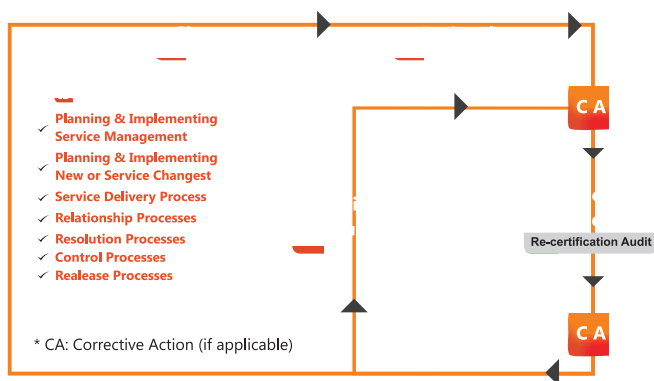
ISO 20000

IT- SERVICE MANAGEMENT SYSTEM

Key steps in our approach are:

- Contract signature
- Pre-audit (optional): gap analysis and diagnosis of your systems current position against requirements of the standard;
- Initial Audit: to verify the establishment and implementation of the basic structure of your IT Service Management System
- Certification audit (certificate issued after successful certification audit);
- Surveillance audits to follow the continual improvement;
- Re-certification after 3 years through full audit or continual assessment.

Following each step, a factual and comprehensive report is promptly delivered allowing your company to continually improve its IT Service Management performance.



ISO 20000 Standard

Recognition:

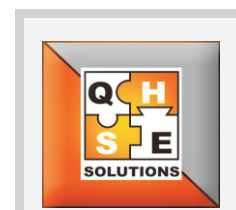
QHSE Certification is accredited by IABCI-(E) for ISO 20000 certification.

Business understanding:

Our auditors understand that the application of the standard can be quite different in small, medium and large organizations, and are trained to assess your system in a way that will be appropriate to your business. Our customers chose us because they know we're a partner they can depend on, and they continue to stay with us each year because they value the insight that their auditor gives to their business. Registration is more than a certificate; it's an opportunity to make your business better, and QHSE Certification partners with customers to ensure they receive the most from their audits.

Combined services:

QHSE Certification offers the possibility of combined certifications to the largest range of recognized standards, bringing consistency, optimization and efficiency.



QHSE Solutions

P.O. Box. No. 181542, Dubai, United Arab Emirates

Email: qhse@qhseolutions.com

Phone: +971-4-3375575

Fax: : +971-4-3375541