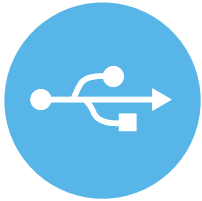


ISO 20000

Attain the highest standard of internal and outsourced I.T. service delivery



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ISO 20000

What is ISO 20000?

ISO 20000 is an Information Technology (IT) Service Management System Standard. It creates evidence-based benchmarks that help to continuously improve the delivery of IT services and it aligns with the process approach defined within ITIL from the Office of Government Commerce (OGC).

How do I become Certified?

Initially we will need to spend between three and five days on site assessing your current situation in relation to where the Standard requires you to be. Following this Assessment you will be issued a gap analysis, indicating any areas which require rectification prior to Certification. Once these agreed rectifications are carried out and QMS have produced your IT Service Management System Manual, Certification is usually possible within a few weeks.

Following Certification, an annual surveillance audit is required to ensure your ISO 20000 Manual and Certification remain valid.

Improve IT Service

Reduce IT Costs

Align Processes

Enhance Reputation

Enhance Customer Trust

ITIL Alignment