

IT Service Management

Value of ISO IEC 20000-1 Certification



itSMF



Background

IT Infrastructure Library ITIL[®] has become the de-facto guideline for IT Service Management. More customers are demanding compliance to ITIL[®]. Internal IT or shared services organizations are trying to improve service quality by adopting the best practices from ITIL[®]. The huge volume of ITIL[®] best practices could be daunting for many organizations. It is also not possible to audit against ITIL[®] to certify compliance. The ISO/IEC 20000 standard provides organizations an easy road map to implement ITSM. It is also possible to audit against this standard to verify compliance. This standard has two parts, 20000-1 provides the specifications and 20000-2 provides code of practice and has been accepted by the IT Service Management Forum (itSMF) as a standard for certification.

Benefits

- ISO/IEC 20000-1 certification provides objective evidence of compliance to ITIL best practices
- Competitive advantage
- Easy roadmap to ITSM implementation
- Certification drives continual service improvement
- Provides a scalable standard which can be applied to any size IT operation.

Assessment concept

Assessments are conducted using an audit checklist specifically prepared by UL DQS, based on the requirements of ISO 20000-1 and ITIL (BIP 0015:2006, ITSM Self Assessment). The following diagram shows our assessment framework.

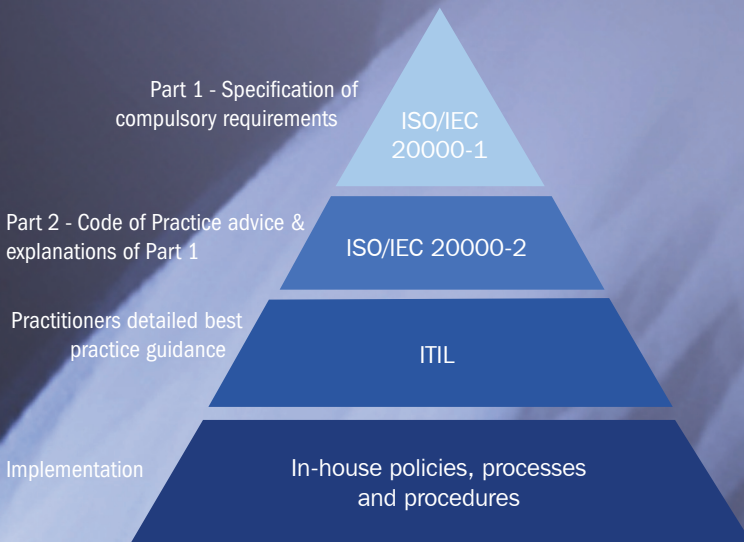


Figure 1- Relationship between ISO/IEC 20000 and ITIL

Guiding principle

Aligning processes to ITIL helps IT service organizations identify and systematically improve the quality of IT services being offered. On this basis, Service Level Agreements (SLAs) can be formed or arranged with customers. They contain measurable quality indicators and quality objectives, making them comparable.

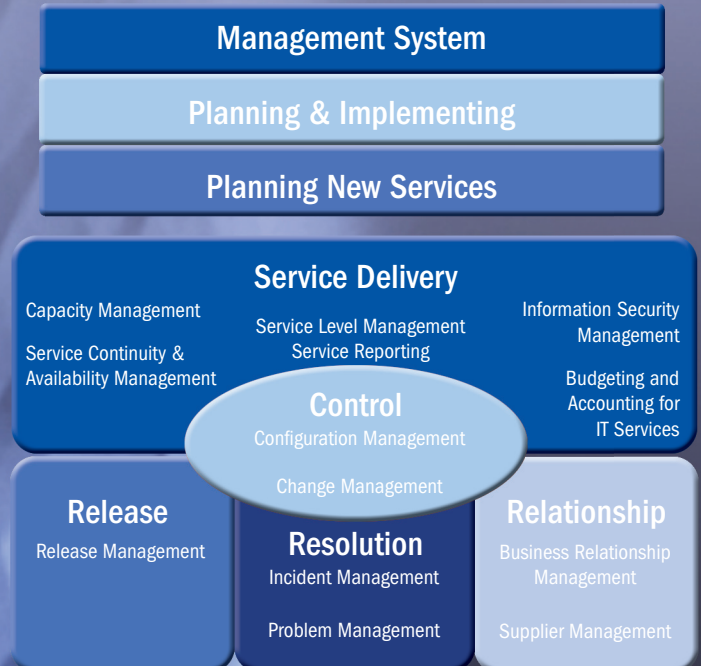


Figure 2: Assessment framework



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Roadmap for ISO/IEC 20000-1 Certification



Quick Facts about UL DQS Inc.

- Formed with partnership between The Underwriters Laboratories Inc. (UL) and DQS (German Registrar of Management Systems). DQS was founded by DGQ (German Society of Quality) and DIN (German Institute of standardization).
- Global presence: 60 offices in 40 countries
- Best in class auditors: 1850 auditors worldwide
- Large customer base: 45000 certifications

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