

# IT Service Management Implementation and Certification

ISO 20000



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## WHAT IS ISO 20000 ALL ABOUT ?

ISO/IEC 17025 is the main standard used by testing & calibration laboratories. Originally known as ISO/IEC guide 25, ISO/IEC 17025 was initially issued by the international organization for the standardization in 1999. It was first published in 2001 & on 2005.

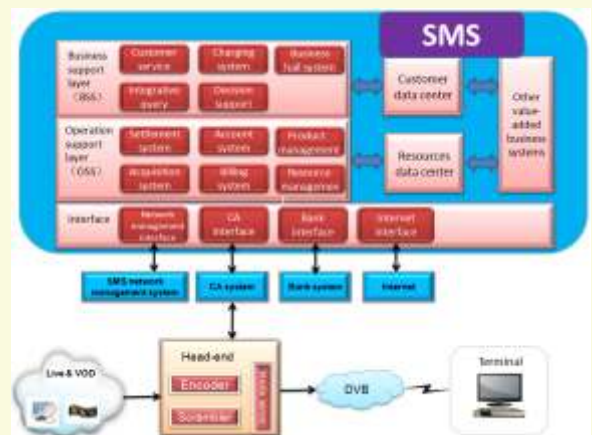
ISO/IEC 20000-1:2011 can be used by:

- an organization seeking services from service providers and requiring assurance that their service requirements will be fulfilled;
- an organization that requires a consistent approach by all its service providers, including those in a supply chain;
- a service provider that intends to demonstrate its capability for the design, transition, delivery and improvement of services that fulfill service requirements;
- a service provider to monitor, measure and review its service management processes and services;
- a service provider to improve the design, transition, delivery and improvement of services through the effective implementation and operation of the SMS;
- an assessor or auditor as the criteria for a conformity assessment of a service provider's SMS to the requirements in ISO/IEC 20000-1:2011.

Benefits of ISO 20000 Implementation and Certification:

Implementation of ISO 20000 brings with it many benefits and advantages. These will of course differ from organization to organization. However, the following list is a pretty good representation of the common results:

1. Alignment of information technology services and business strategy.
2. Creation of a formal framework for current service improvement projects
3. Provides a benchmark type comparison with best practices
4. Creates competitive advantage via the promotion of consistent and cost-effective services.
5. By requiring ownership and responsibility at all levels, it creates a progressive ethos and culture.
6. Supports 'interchanging' of service providers and staff by virtue of the creation of inter-enterprise operational processes.
7. Reduction of risk and thus cost in terms of external service receipt
8. Through the creation of a standard consistent approach, aids major organizational changes.
9. Enhanced reputation and perception
10. Fundamental shift to pro-active rather than re-active processes
11. Improved relationship between different departments via better definition and more clarity in terms of responsibility and goals.
12. Creation of a stable framework for both resource training and service management automation.



## What are the typical Project Steps leading to ISO 20000 Certification?

### CREATE AWARENESS

Communicate the goals and benefits of the ISO 20000 certification and the approach for achieving ISO 20000 compliance. This step should include giving everyone in your IT organization at least a basic understanding of the standard and broad level requirements.

### DETERMINE THE ISO 20000 CERTIFICATION SCOPE

If you want to limit the scope of your ISO 20000 certificate: Decide what parts of the organization, what services and/ or what locations shall be covered by the ISO 20000 certificate.

### CONDUCT AN INITIAL ISO 20000 ASSESSMENT

Determine gaps between today's situation and the standard's requirements; this can be done by an external advisor like us, but there is also an "IT Service Management Self-Assessment Workbook" published by us which can be purchased and used by your organization.

The result of this step is a detailed list of the ISO 20000 requirements where conformant and non-conformant areas are identified. For non-conformant areas the list includes the findings on what exactly the shortcomings are and how they can be addressed.

### SET UP THE ISO 20000 PROJECT

Establish a project board. Choose a project manager and project staff. Determine the necessary resources, prepare a project plan and assign tasks. Choose a certifier and an experienced external advisor.

### DOCUMENTATION AND IMPLEMENTATION

Close the gaps identified during the initial ISO 20000 assessment – usually the most time-consuming part of an ISO 20000 certification initiative, because (depending on the level of compliance found during the initial assessment) a considerable number of processes may need to be modified or introduced.

During preparation for the ISO 20000 audit, an inventory of requirements, documents and records helps to keep track of what requirements are already fulfilled and what related evidence (documents and records) is in place.

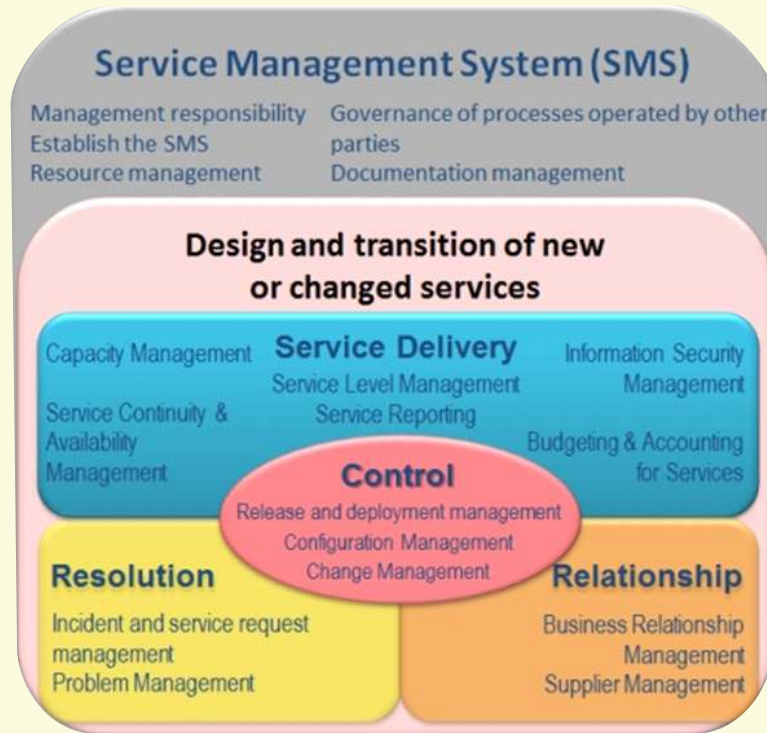
### CONDUCT THE ISO 20000 CERTIFICATION AUDIT

The actual ISO 20000 audit must be carried out by an external certifier from a Registered Certification Body (RCB, an organization which has been granted permission to operate under the itSMF ISO/IEC 20000 Certification Scheme).

### RETAIN ISO 20000 CERTIFICATION

After the initial certification, a renewal of the ISO 20000 certificate is due every three years, with intermittent assessments every 6 to 12 months.

Make sure that you continue to adhere to the standard and put a strong emphasis on continual service and process improvement.



## What services we provide you leading to ISO 20000 Certification?

Our proven approach to IT Service Management addresses people, process, and technology by combining international standards such as ITIL (IT Infrastructure Library) with best practices derived from hundreds of engagements.

- We can offer your complete turnkey start to finish covering all the modules.
- We can conduct initial gap analysis.
- We provide awareness, documentation, implementation, internal auditor and lead auditor training for ISO 20000 standard.

We can provide liaison services with the certification body on your behalf to plan, schedule and successfully complete the ISO 20000 audit and certification project.

We work with you to:

- Develop a service-oriented infrastructure with an enterprise service catalog and aligned applications.
- Optimize data center processes, organization, and financial management.
- Create a data management strategy to classify critical data, align applications to service tiers, and automate information handling.

We help your IT organization to:

Reduce operational costs by an average of 15 percent.

Increase storage utilization to more than 70 percent.

Align service levels with business requirements.

Improve your ability to manage more information without increasing staff.

Increase the value of information by making it available, re-usable, and secure.







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