



ISO 20000-1: 2018

Service Management System

ISO 20000-1 Service Management Systems is a standard that enable service providers to manage its service lifecycle. It specifies requirements for establishing, implementing, maintaining and continually improving a service management system (SMS). An SMS supports the management of the service lifecycle, including the planning, design, transition, delivery and improvement of services, which meet agreed requirements and deliver value for customers, users and the organization delivering the services.

The adoption of an SMS is a strategic decision for an organization and is influenced by the organization's objectives, the governing body, other parties involved in the service lifecycle and the need for effective and resilient services.

Implementation and operation of an SMS provides ongoing visibility, control of services and continual improvement, leading to greater effectiveness and efficiency. Improvement for service management applies to the SMS and the services.

FOR WHOM?

ISO 20000-1 can be applied to all organizations of any size providing services using technology and digital information.



WHY IMPLEMENT ISO 20000-1 SERVICE MANAGEMENT SYSTEM IN YOUR ORGANISATION?

- New or change in services is controlled through **design and transition, and release and deployment management.**
- It enables the organization to recover from errors or incidents, which results in the reduction of these in the future through **problem management.**
- Customer satisfaction is vastly improved through **business relationship and service level management.**
- Service requirements (service level agreements, service level targets, service availability, and service continuity) are consistently met. This provides assurance to customers that **the services are effectively managed.**

CERTIFICATION PROCESS*

CERTIFICATION AUDITING PROCESS

Optional: Pre-assessment audit

We can provide an independent of your management system (MS) before and/or after the commencement of the Stage 1 audit of the initial assessment process

Stage 1 audit

First, we gain an understanding of your business to assess whether your documented policy, objectives, continual improvement plans and procedures meet the requirements of MS standard. The readiness of your implementation programme is also assessed.

Stage 2 audit

We audit your MS in action, to check that your declared policy, objectives and targets have been effectively communicated, and that your continual improvement plans and procedures are working in practice. Certification is then awarded after successful closures of any outstanding issues.

Surveillance audit

After you have achieved certification, we undertake regular ongoing audits of your MS to ensure that it is being maintained and that it continues to meet the objectives of your organisation and the expectation of your customers.

Re-certification audit

The certificate is valid for 3 years. A recertification audit is conducted on the full MS before the expiry of the certificate.

* No contractual

MANAGEMENT SYSTEM CERTIFICATION AUDITING PROCESS

