IT SERVICE MANAGEMENT ISO 20000

DEKRA

In order to meet the challenges of today's requirements for effective IT Service Management (ITSM), it is important to optimally design the processes it contains. To achieve this, IT processes and IT resources must be organized in such a way that they meet the Service Level Agreements (SLA) with internal and external customers and partners. The internationally recognized **ISO 20000 standard** helps companies to optimize their ITSM in this respect.

This is what ISO 20000 stands for

Based on the BS 15000 standard, ISO 20000 is an important instrument providing a measurable quality standard for IT Service Management and supporting companies in optimizing their ITSM processes. The ISO standard therefore defines corresponding requirements: From planning, design and implementation, to the operation, monitoring and improvement of your IT service management. These requirements are based on process descriptions of the IT Infrastructure Library (ITIL).

Implementation of ITSM

The following five ITIL processes should be considered for the successful implementation of IT Service Management:

- **Service strategy Definition of a strategy for the provision of a customer-oriented IT service**
- **Service design Development and optimization of IT services**
- **Service transfer Preparation and implementation of IT services**
- **Service operation Ensuring the effective provision of IT services and solving problems**
- **Continuous service improvement Derivation of optimization measures through constant monitoring**

Your benefits at a glance

The certification of your ITSM according to the internationally recognized ISO 20000 standard leads to an increase in the availability and security of your IT services. The continuous improvement of processes also offers you, as an IT service provider or operator, the opportunity to optimally ensure the functionality of your IT services.

Benefits of ISO 20000 certification

- Reduced downtime
- Decreased risk of error
- Efficient and structured processes
- Cost and time savings
- Competitive advantage
- Increased customer satisfaction

Procedure for ISO 20000 certification

Our experienced experts conduct ISO 20000 certification according to the following process structure:

1. **Definition of an ITSM policy and an IT service catalog Determination of ITSM goals, selection of IT services and implementation of corrective actions.**
2. **Internal audit and management review Coordination of the required resources and collection of suggestions for improvement.**
3. **Introductory discussion Examination of the general operational audit capability.**
4. **Stage 1 audit General audit capability check, document review, planning of the main audit.**
5. **Stage 2 audit Detailed audit as well as the measurement and evaluation of process performance.**
6. **Post-audit (if necessary) Review of the correction of any deviations from the main audit.**
7. **Monitoring or recertification audit Retention of certification after 1-3 years.**

Contact us and we will inform you about ISO 20000 certification in a personal conversation! Our experts look forward to speaking with you.

Other services from which you benefit

You also have the opportunity to have further quality and safety management systems, e.g. ISO 27001, ISO 9001 and ISO 45001, certified by us. Our portfolio includes more than 40 accreditations! In addition, the DEKRA Group provides comprehensive information security services including:

- **Training and education, e.g. to become an IT specialist**
- **Product certifications, e.g. electromagnetic compatibility (EMC)**
- **Personal certifications, e.g. specialist for data protection**

The DEKRA seal of excellence

Offer your customers reliability and quality – with our DEKRA seal! The DEKRA seal stands for highest reliability – across different industries and internationally. It will create trust and give your customers the certainty of being on the safe side. Our seal will be your strength. Use it as an image bearer and marketing tool. We will be pleased to help you.

DEKRA Audit

Mail **audit@dekra.com**
Web **www.dekra.com/en/audit/**