![DEKRA logo]

IT service management

ISO 20000 product sheet

To meet the challenges posed by today's requirements surrounding effective IT service management (ITSM), it is important to optimize the processes involved. To achieve this, IT processes and resources should be organized to meet service level agreements (SLAs) with internal and external customers and partners. In this respect, the internationally recognized ISO 20000 standard supports companies with optimizing their ITSM.

What ISO 20000 stands for

Based on the BS 15000 standard, ISO 20000 is an important instrument for companies. As a measurable quality standard for IT service management, it supports companies in optimizing the processes involved in their ITSM. The ISO standard therefore defines corresponding requirements: from the planning, to the structuring and the implementation, through to the operation and the control and improvement of your IT service management. These requirements are aligned to the process descriptions of the IT Infrastructure Library (ITIL).

Implementation of the ITSM

The following five ITIL processes should be taken into account for the successful implementation of IT service management:

▶ **Service strategy**
Definition of a strategy for the provision of customer-oriented IT services

▶ **Service design**
Development and optimization of IT services

▶ **Service transfer**
Preparation and implementation of IT services

▶ **Service operation**
Ensuring the effective rendering of IT services and resolution of problems

▶ **Continuous service improvement**
Derivation of optimization measures on the basis of constant monitoring

Your benefits at a glance

The certification of your ITSM according to the internationally recognized ISO 20000 standard will help you increase the availability and security of your IT services.

As an IT service provider or operator, the continuous improvement of processes also gives you the opportunity to ensure the functionality of your IT services on an optimum basis.

ISO 20000 certification procedure

The procedure for ISO 20000 certification by our experienced experts is structured as follows:

1. **Definition of an ITSM policy and an IT service catalog**
   Definition of the ITSM policy and objectives, selection of the IT services and implementation of corrective measures

2. **Internal audit and management review**
   Performance of an internal audit: coordination of the required resources and collation of suggestions for im-provement

3. **Introductory meeting**
   Assessment of the general auditability of the company

4. **Level 1 audit**
   Basic review of the auditability, documents review, planning of the main audit

5. **Level 2 audit**
   Detailed audit as well as measurement and assessment of the process performance

6. **Follow-up audit (if necessary)**
   Assessment of the correction of any non-conformities discovered in the main audit

7. **Surveillance and/or recertification audit**
   Maintaining of certification after 1–3 years

Our experts will be happy to assist you. Contact us for a personal information meeting about ISO 20000!

Contact us!   Find out more!

Benefits of
ISO 20000 certification

Reduction in downtimes

Reduced risk of errors

Increase in your customers' satisfaction

ISO 20000

Efficient and structured processes

Competitive advantage

Core processes

Other services you can benefit from

You can also have other quality, environmental and safety management systems certified by us, for example, in accordance with ISO 27001, ISO 9001 and ISO 45001, as well as combinations of the above. Our wide-ranging portfolio offers you the right certification! The DEKRA Group also offers you the following services:

▶ Assessments regarding compliance with specific rules
▶ Personal certifications
▶ Product tests and certification

Excellence – the DEKRA seal

Add an exclamation mark that stands for the highest quality and reliability – across all industries and internationally. The DEKRA seal is an excellent way to promote your company's image, a marketing tool and a way to stand out from the competition. In this way, you can show your customers and business partners that your service is worth their time and money. We will be happy to assist you.

Would you like more information?
Visit our website:

dekra-certification.de