ISO 20000-1 CERTIFICATION & IT SERVICE MANAGEMENT

Building a competitive edge through higher quality IT services.

BUSINESS CHALLENGE

Companies in today's global economy, no matter their size or industry, depend more and more on technology to promote and deliver their products to the market. This is complicated further by the fast-paced changes in technology. Whether you are an IT outsourcing firm, or a company depending on IT for its back-end and front-end processes, continuously improving the quality of your IT Service Management System with ISO 20000-1 certification from a trustworthy, independent certification body is essential. And with more and more companies requiring ISO 20000-1 certification as a prerequisite to signing deals, it is fast becoming obligatory.

SOLUTION

What is ISO 20000-1?
This globally recognised Information Technology Service Management Standard has been designed to shape consistency into the management of IT services and infrastructure, either internal or outsourced, benefiting employees and clients. The ultimate goal being effective overall IT service management, the standard is based on key processes ranging from service level management reporting, budgeting and accounting for IT services, to information security, supplier, incident, change and release management.

What are the key benefits?
ISO 20000-1 certification helps companies improve and streamline IT processes, boost effectiveness, and ensures a controlled, consistent high-quality delivery of services internally, and externally for extended networks and end-customers. This demonstrates a company's commitment to upholding a reliable IT service and infrastructure, enhancing employee satisfaction and performance while boosting corporate image.

Other key benefits include:

- Cost reduction through increased productivity
- Leveraging a proven set of best practices
- ISO 20000-1 is recognised worldwide by the IT industry
- Better alignment between business objectives and IT, reducing risks and improving communication between business areas and IT

WHY CHOOSE BUREAU VERITAS?

Network 5,700 skilled auditors operating in more than 100 countries offer a unique combination of international and local expertise providing consistent services wherever our clients are.

Expertise Our auditors have extensive knowledge of specific industry sectors, local regulations, markets and languages that enables them to provide solutions adapted to your needs.

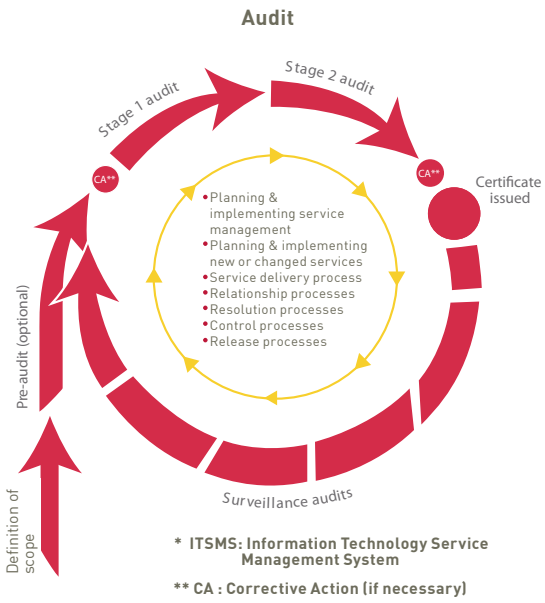
Recognition Bureau Veritas Certification is recognised by more than 40 national and international accreditation bodies across the world. The prestigious information technology Service Management Forum (itSMF) has accredited Bureau Veritas Certification as Registered Certification Body (RCB) for ISO 20000.

Mark of global recognition The Bureau Veritas Certification mark is a globally recognised symbol of your organisation's ongoing commitment to excellence, sustainability and reliability.

OUR APPROACH

Key Steps In Our Certification Process Are:

- Definition of certification scope;
- Pre-audit (optional): gap analysis and diagnosis of your current position against the standard;
- Certification audit performed in 2 stages:
  - **Stage 1** – readiness review performed to verify that the organisation is ready for certification
  - **Stage 2** – evaluation of implementation, including the effectiveness of the management system of the organisation
- A certificate valid for 3 years is issued upon satisfactory results of stage 2 audit;
- Surveillance audits to verify that the management system continues to fulfil the requirements of the standard and monitor for continual improvement;
- Re-certification after 3 years to confirm the continued conformance and effectiveness of the management system as a whole.



FAQ – FREQUENTLY ASKED QUESTIONS

Who is the standard for?

- Businesses outsourcing IT Services
- Companies wanting to ensure a consistent approach from all their IT Service Providers
- IT Service Providers wanting to benchmark their IT Service Management
- A basis for third party certification
- IT Service Providers wanting to demonstrate to internal and external clients their application of consistent and high-quality IT services
- Companies aiming to improve the quality of their IT services and increase productivity with cost reductions in IT

RELATED **SERVICES**

Bureau Veritas Certification can also offer:

- ISO 9001 ..... Quality
- ISO 14001 ..... Environment
- AS/NZS 4801..... Safety
- OHSAS 18001... .... Safety
- ISO 22000 FSSC... Food Safety
- ISO 27001 ..... Information Security
- ISO 31000 ..... Risk Management
- IRIS Certification.. Rail Industry Services
- SA 8000 ..... Social Responsibility
- TS 16949 .... Automotive Quality
- 'S-Mark' ..... Product Certification
- VeriCert® ..... Audit Monitoring Software
- Suppliers Evaluation Program

CONTACT

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FOR MORE **INFORMATION**

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