

Effective Learning Solutions
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ISO/IEC 20000 overview



ITpreneurs™
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- 1. What is ISO/IEC 20000?**
- 2. ISO/IEC 20000 and ITIL...**

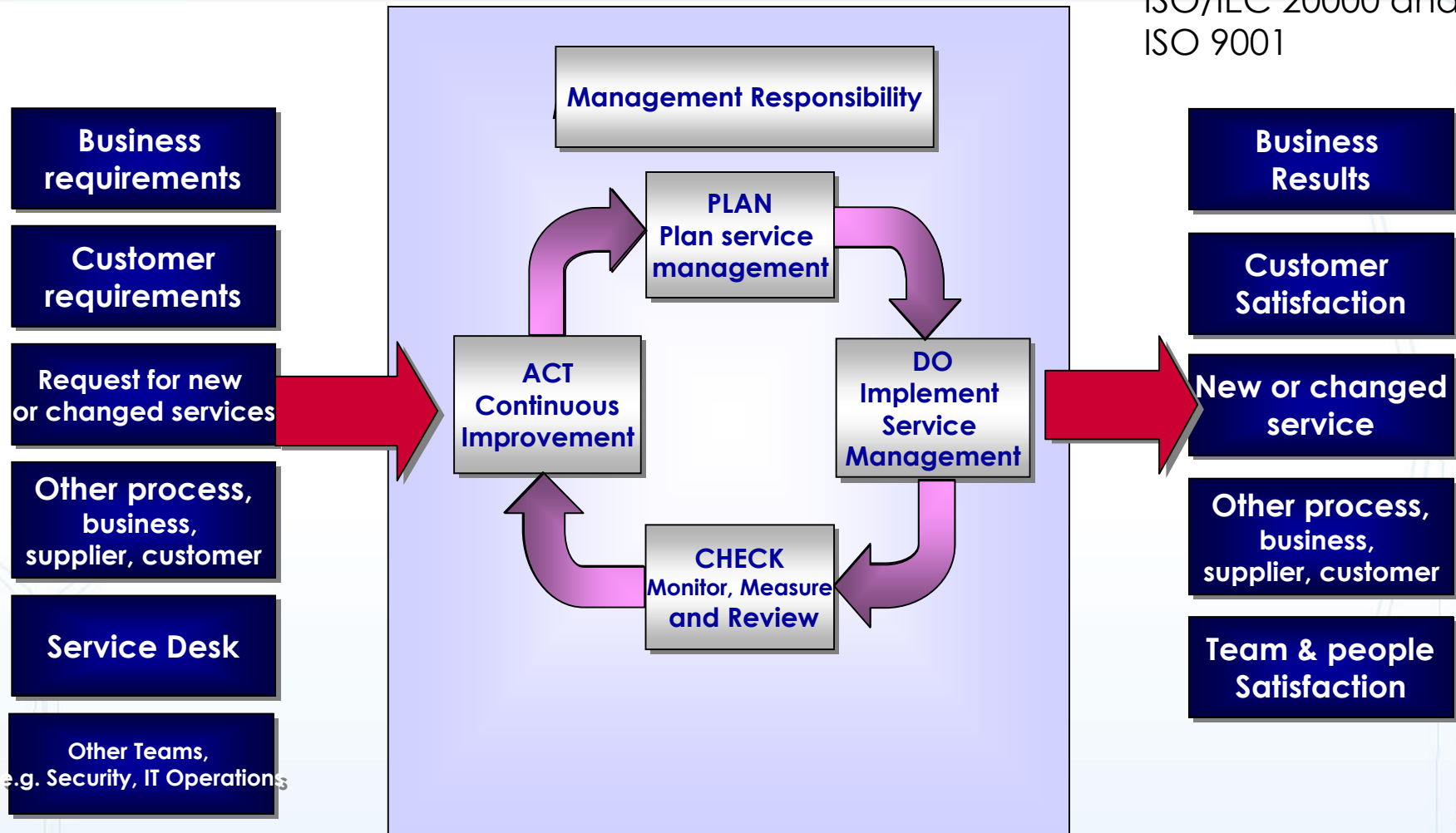
- BS15000 started in UK and first launched on July 1, 2003. Which was replaced by ISO/IEC 20000 after formal launching on December, 2005.
- ISO/IEC 20000 is the first formal worldwide standard specifically aimed at IT Service Management
 - ✦ *It describes an integrated set of management processes for the*
effective delivery of services to the business and its customers
- ISO/IEC 20000 is derived from and complementary to ITIL
- Audits are already available globally
- Gartner on BS 15000... (now ISO/IEC 20000)
 - "All improvement efforts in Service Management should be done with ITIL and BS 15000 as a frame of reference and baseline."
- ISO/IEC 20000 is likely to become a basic business requirement, in the same way as ISO 9000

ISO/IEC 20000, the worlds first quality standard for service management

- The standard is aligned with ITIL but is broader in concept
- The standards checks that the overall concept of Service Management has been set up and running correctly
- ISO/IEC 20000 defines a level of quality for ITSM activities which can be audited
- The standard looks for a fixed feedback loop
 - ✦ **Plan – Plan Service Management**
 - ✦ **Do – Implement Service Management**
 - ✦ **Check – Monitor Measure and Review**
 - ✦ **Act – Continuous Improvement**
- ISO/IEC 20000 Certification provides a basis for proving that an organisation has implemented best practises and are using them consistently across the organisation

ISO/IEC 20000: Plan, Do, Check, Act Management System

Common to
ISO/IEC 20000 and
ISO 9001



Source: ISO/IEC 20000-1:2005

ISO 20000 Part 1 and Part 2 – Basics

- ▶ Applicable to service providers of all sizes and types
- ▶ Independent of organizational structure
- ▶ ISO/IEC 20000-1:2005 is a specification
 - ▶ Compulsory requirements
 - ▶ Defines what is required – “shall”
 - ▶ Used as the basis of independent third-party audits
 - ▶ Notes are not mandatory
- ▶ ISO/IEC 20000-2:2005 is a code of practice
 - ▶ Uses “should”
 - ▶ Guidance on best practice and guidance on the application of the requirements contained in ISO 20000-1
 - ▶ Explains best practices and therefore the Part 1 requirements
 - ▶ ISO 20000-2 does not itself contain any compulsory requirements

**Part 1
Shall**

**Part 2
should**

ISO/IEC 20000 Content Overview

Management system Planning and implementing service management Planning and implementing new and changed services

Service Delivery Processes

Capacity
Management

Service Level Management

Information Security
Management

Service Continuity &
Availability
Management

Service Reporting

Budgeting and
Accounting

Control Processes

Configuration Management

Change Management

Release Processes

Release
Management

Relationship Processes

Business
Relationship
Management

Supplier
Management

Resolution Processes

Incident Management

Problem Management

Source: BSI based on process diagram in ISO/IEC 20000

Why do you need a formal certification program for Service Management?

- A formal certification ensures your service management investment is being well used
- Drives consistency through the market place
- Uses a broad base of Service Management experience to ensure that you have implemented Service Management correctly
- A formal seal of approval that the IT Department (Service Provider) can use to show its sponsors



How is certification provided?

- itSMF have created a certification scheme under which organizations can be independently audited
 - ✦ **Managed by an itSMF Executive Sub-Committee (ESC)**
 - ✦ **itSMF register Certification Bodies (RCBs) and grant a licence to use the itSMF ISO/IEC 20000 logo**
 - ✦ **RCBs conduct the audits**
- Auditors must remain independent
 - ✦ **RCB auditors are only allowed to audit, they cannot also provide consultancy**

ISO/IEC 20000 and ITIL are aligned but:

- ▶ ITIL is a set of guidelines
- ▶ ISO 20000 is a set of universal requirements
- ▶ Minor differences in scope and grouping

Anyone can claim “they have adopted ITIL”

The standard provides

- ▶ A quality level for service management processes that can be audited

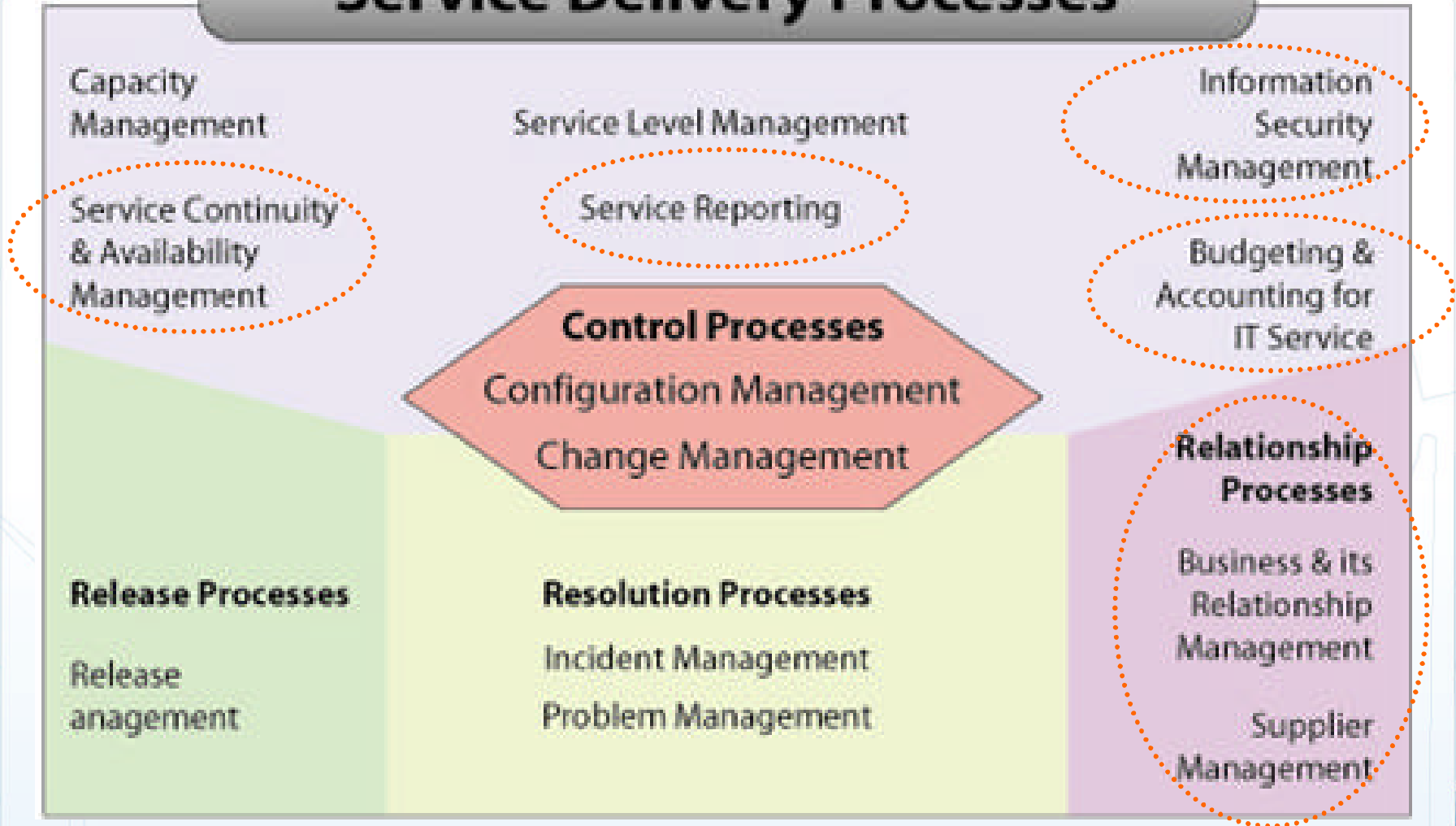
ISO/IEC 20000 does not specify ITIL

- ▶ ..but ISO 20000 would be difficult to achieve without ITIL
- ▶ ..ISO 20000 checks ITIL has been adopted intelligently

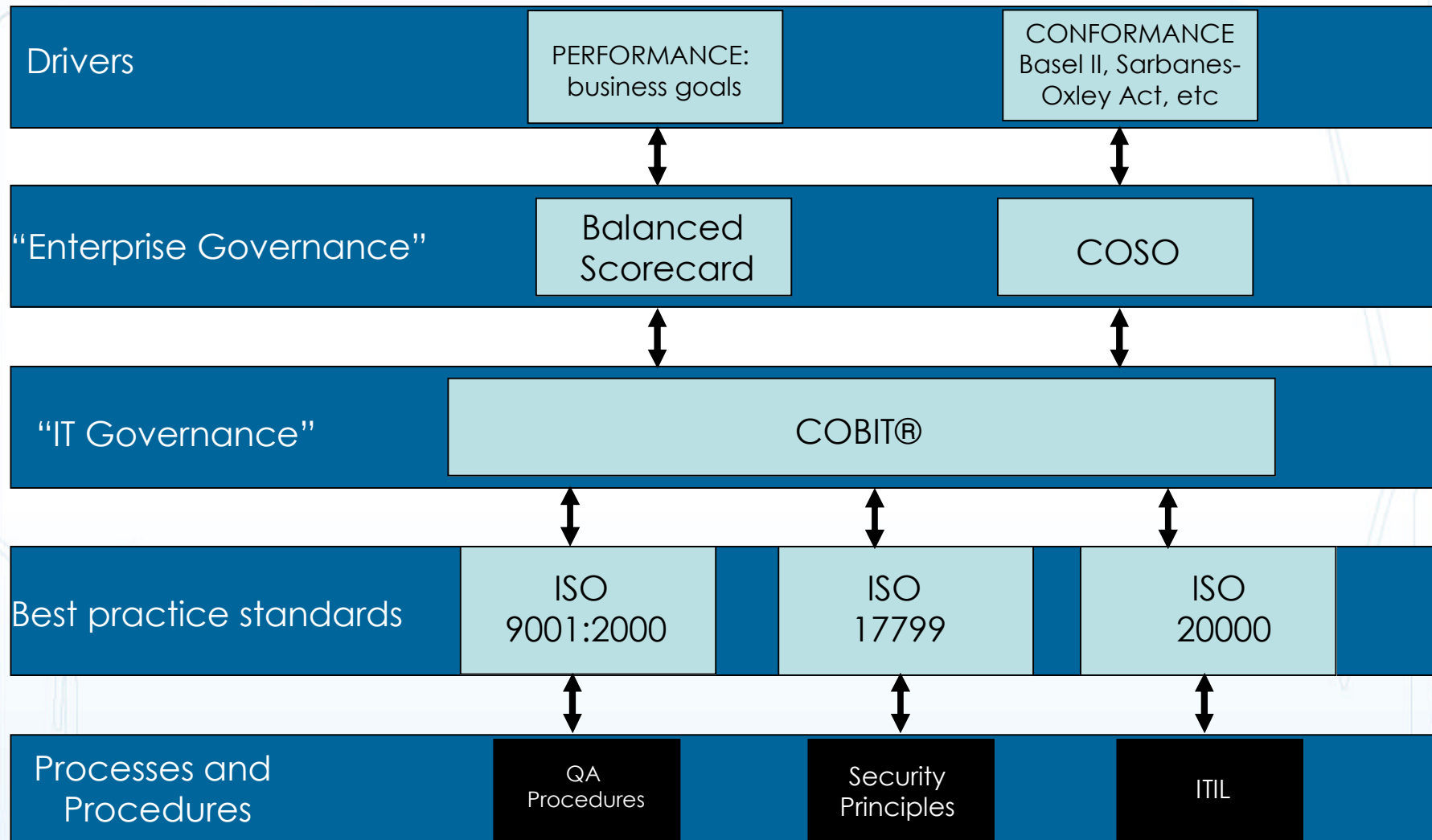
ISO/IEC 20000 certification

- ▶ Proof that an organization has implemented best practice
- ▶ Independent, external auditing body
- ▶ Personal certification examinations (consultant, auditor courses) accredited by itSMF

Service Delivery Processes



The position of the ISO 20000 quality management framework in respect to other frameworks



- ISO/IEC 20000 Certification
<http://www.isoiec20000certification.com/>
- Institute of Service Management
<http://www.iosm.com>
- *itSMF*
<http://www.itsmf.com>