

# IT SERVICE Management System



ISO/IEC 20000 defines the requirements for a service provider to deliver managed services of an acceptable quality to its customers. The standard is aimed at IT support and maintenance organisations. It describes an integrated set of processes and management approach for the effective delivery of IT services to internal or external customers. It is the merging of best practices specified in the requirements of ISO 9001:2000 and ITIL®.

The standard may be used:

- by businesses that are going out to tender for their services;
- by businesses that require a consistent approach by all service providers in their supply chain;
- by service providers to benchmark their IT service management;
- as the basis for independent assessment of an organisation's service;
- by organisations which need to demonstrate their ability to provide services that meet customer requirements; and
- by organisations which aim to improve service through the effective application of processes to monitor and improve service quality.

## The Benefits of Certification

- It helps an organisation to consistently meet customer and regulatory requirements and achieve continual improvement of its processes.
- Implementing an ISO/IEC 20000 IT Service Management System should result in higher productivity, reduction of defects and delivery of more efficient services to customers.
- Certification to ISO/IEC 20000 enhances the acceptance of services in the domestic and international markets and should result in greater customer satisfaction.
- Certification to ISO/IEC 20000 reduces the likelihood of multiple audits by customers.
- Certification to ISO/IEC 20000 enhances an organisation's reputation and image.
- Certification to ISO/IEC 20000 gives an organisation the right to use the *itSMF* logo and to request a listing on the web-site.

## Why SIRIM QAS International?

SIRIM QAS International is a Registered Certification Body with IT Service Management Forum (*itSMF*), the organisation which manages the ISO/IEC 20000 certification scheme.

With our large pool of highly experienced and professional auditors, who are competent in a wide range of product sectors, we are able to provide organisations with value added auditing and certification services.

Through collaboration with our partners in the International Certification Network, IQNet, we are able to provide certification services globally. Recognition and acceptance of our certificates around the world has also been greatly enhanced.

SIRIM QAS International offers the option of combined audits of two or more management systems (such as Quality Management System, Information Security Management System and Information Technology Service Management System) with the objective of freeing personnel of certified organisations from being involved in too many separate audits.

## How to Get Your Organisation Certified?

1	Submission of Questionnaire
2	Issuance of Quotation
3	Submission of Application
4	Stage 1 Audit (Document review and evaluation of readiness)
5	Stage 2 Audit (Verification of effective implementation)
6	Recommendation & Approval
7	Issuance of Certificate
8	Surveillance Audit/Recertification

## Our Contact Details



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