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Quality System  
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Preparations for  
ISMS Certification  
Based on ISO/IEC  
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System in Third

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Everything You  
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27701 — A Simple  
Explanation ISO  
17025

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Essential Things  
You Need to Know

A Guide to ISO/IEC  
20000-1:2018

Service

Management

Getting certified to  
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- What is it?

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is structurally  
aligned with other  
management  
system standards,  
complying with  
ISO/IEC 20000 will

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make conforming to other similar standards and regulations easier.

The government, military, and health care organizations have all started mandating ISO/IEC 20000 certification for ...

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is an international standard for service management system. It provides parameters needed for an SMS to deliver services of an acceptable quality. The ISO/IEC 20000 practitioner course is aimed at IT professionals who assist

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management  
system standards,  
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make conforming  
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standards and  
regulations easier.  
The government,  
military, and health  
care organizations  
have all started  
mandating ISO/IEC  
20000 certification



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for their IT service providers.

ISO/IEC 20000 certification: What it is, why your ...  
For an Organization to obtain the ISO/IEC 20000 certification, it has to engage the services of a Certification Body.  
Well, what is a

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Certification Body?

Is a company that is responsible for providing certificates to companies that request their services and comply with the requirements of the standard against which they want to become certified.

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ISO/IEC 20000  
certification – the  
process of  
obtaining a ...  
ISO/IEC 20000 is  
the first  
international  
standard for  
service  
management. It  
was developed in  
2005 by ISO/IEC  
JTC1/SC7 and

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revised in 2011 and 2018. It was originally based on the earlier BS 15000 that was developed by BSI Group.

ISO/IEC 20000 -

Wikipedia

Becoming a ISO/IEC

20000 certified

organization

provides myriad

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benefits, including:

Continual  
improvement of IT  
services - inspiring  
customer  
confidence

Increased rate of  
change and staff  
productivity -  
leading to reduced  
long-term cost and  
risk of failure to  
meet business  
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include the design,  
transition, delivery  
and improvement  
of services to fulfill  
agreed service  
requirements.

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ISO 20000 is a global standard with international reach. That's a requirement in

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Certification  
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Standard or "IS".

ISO 20000 provides

both a framework

and methodology.

It offers

opportunities for

businesses to

prove they follow

the best practices

and gain

certification in



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When you achieve ISO/IEC 20000-1 certification you'll be able to show customers and stakeholders your commitment to delivering a quality service. It's a great opportunity to celebrate your achievement,

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promote your  
business and show  
that you are an  
agile organization  
who responds to  
the changing  
service delivery  
environment.

Certification for ISO  
20000 | BSI  
ISO/IEC  
20000-6:2017  
specifies

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20150 requirements and provides guidance for certification bodies providing audit and certification of an SMS in accordance with ISO/IEC 20000-1. It does not change the requirements specified in ISO/IEC 20000-1. ISO/IEC 20000-6:2017 can

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also be used by  
accreditation  
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20000-6:2017 -  
Information  
technology ...  
Benefits of ISO  
20000. ISO 20000  
can help your  
organisation

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benchmark its  
ITSM, improve  
services,  
demonstrate its  
ability to meet  
customer  
requirements and  
create a framework  
for independent  
assessment.

Benefits of ISO  
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for service  
providers: Offers

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differentiation by  
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include the design,  
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agreed service  
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certification bodies  
to harmonize their  
application of  
ISO/IEC 17021-1 for  
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against ISO/IEC  
20000-1. It will also  
enable  
accreditation  
bodies to  
harmonize their  
application of the  
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