TÜV SÜD

Add value.
Inspire trust.

ISO/IEC 20000 IT service management

Adopt a systematic approach to IT service improvement

Your challenges
Organisations have a clear need for cost-efficient, reliable and effective IT service management practices. Incomplete documentation of procedures can result in poor control over IT processes and services, while the lack of control and measurement can hinder continuous improvement. Many organisations suffer from recurring errors and incidents because they do not practice adequate knowledge management. It is important to provide a clear definition of services provided, taking into account customer demands and customer satisfaction.

What is ISO/IEC 20000?
ISO/IEC 20000 is the leading international standard for IT service management. It comprises two parts: ISO/IEC 20000-1, which outlines requirements for setting up an IT service management system, and ISO/IEC 20000-2, which describes best practices. Although the IT Infrastructure Library (ITIL) describes best practices that can achieve the same level of service quality

required by ISO/IEC 20000, ITIL certifications normally apply to individuals, while ISO/IEC 20000 enables the entire organisation to be certified.

Why is ISO/IEC 20000 important for your business?
An ISO/IEC 20000 certification assures your internal and external customers that your organisation will deliver IT services at a satisfactory level of quality.

How can you prepare for ISO/IEC 20000?
You can prepare for the standard by establishing a management system in line with the specifications of ISO/IEC 20000. It is necessary to define the service management policy and the catalogue of services for the organisation. In addition, you will need to conduct an internal audit and a management review prior to the certification, as well as take corrective action to close any identified gaps.

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How can we help you?

TÜV SÜD can identify gaps for improvement within your IT service management system in accordance with ISO/IEC 20000 requirements. We provide preliminary and formal audits against the requirements of the standard.

SIX STEPS TO ISO/IEC 20000 CERTIFICATION
Prepare a gap analysis to define the scope of the IT service management system and the certification.
Prepare an implementation plan.
Perform a pre-audit to check if you are ready for certification.
Commence Step 1 audit with TÜV SÜD auditors.
Commence Step 2 audit with TÜV SÜD auditors. Close any non-conformances generated from the audit.
Receive your audit report and certificate after approval by the committee, and initiate surveillance audits.

Our ISO/IEC 20000 services

- **ISO/IEC 20000 training**
  TÜV SÜD offers training courses for your employees to build up your organisation's knowledge of the ISO/IEC 20000 requirements.
- **Pre-audit**
  We verify if your system fulfils the ISO/IEC 20000 requirements and identify possible gaps.
- **Certification**
  Our experts conduct a formal audit against the ISO/IEC 20000 requirements.

The TÜV SÜD certification mark

As part of our commitment to deliver unparalleled service quality, our ISO/IEC 20000 certification mark provides a clear and unambiguous assurance of a company's commitment to delivering effective IT services.

The mark indicates that your systems and processes have been evaluated by one of the most recognised names in quality and safety.

Your business benefits

- **Gain a competitive edge** – with improved quality of service as well as increased business and customer confidence.
- **Improve brand reputation** – by demonstrating greater consistency and interoperability.
- **Save cost and time** – by creating a formal framework for service and process improvements.
- **Minimise risks** – with effective knowledge management to prevent recurring errors and incidents.

Why choose TÜV SÜD?

TÜV SÜD's experienced auditors possess a high level of expertise, with the training to carry out audits for information security and other quality management systems in many industrial sectors. Through our established worldwide network of professionals, we can provide certification services no matter where you are.

We adopt a holistic approach for all of your IT testing and certification needs, and can provide certification integrated with other management systems. Our renowned independence ensures that the TÜV SÜD certification mark is accepted worldwide, making it a powerful communications tool that can enhance the marketability of your company.

Add value. Inspire trust.

TÜV SÜD is a trusted partner of choice for safety, security and sustainability solutions. It specialises in testing, certification, and auditing services. Through more than 24,000 employees across over 1,000 locations, the company adds value to customers and partners by enabling market access and managing risks. By anticipating technological developments and facilitating change, TÜV SÜD inspires trust in a physical and digital world to create a safer and more sustainable future.

Related services

TÜV SÜD provides the following related services:
- ISO/IEC 27001 – Information security management system