

FAQ – IT Service Management Certification According to ISO 20000



Would you like to prove the quality of your IT Service Management (ITSM) and be **certified according to ISO 20000** but still have some questions on this topic? We have compiled frequently asked questions and answers for you here for your convenience and information.

1. What is ISO 20000?

The ISO/IEC 20000 standard is an internationally recognized and measurable quality standard for IT service management, published by the International Organization for Standardization (ISO). The standard consists of two parts: ISO/IEC 20000-1 defines the requirements for the introduction of an ITSM and ISO/IEC 20000-2 describes the best practices for service management. The second part is based on the process descriptions of the IT Infrastructure Library® (ITIL®).

2. What is IT Service Management?

IT service management is an important link between successful business processes and IT. The implementation and management of qualitative IT services is to be continuously improved and controlled by the introduction of an ITSM. This is no longer based solely on a technological approach, but primarily on service optimization.

3. What are important conditions for ISO 20000 certification?

Before you decide to certify your IT Service Management system, you should consider the following conditions:

- The entire management team should be committed to the project.
- Employees involved in the project should see it as their personal goal to successfully complete the certification.
- It is advisable to carry out a risk analysis in advance in order to be able to estimate in good time which problems may arise during certification and which countermeasures are appropriate.
- The project management team should draw up a plan for how the newly defined and improved processes in the company are to be implemented in the future and with the help of which measures.
- The goals previously set for certification should continue to be pursued even after the certificate has been successfully obtained.

4. What are the advantages of a certified ITSM?

ISO 20000 certification offers you the following advantages:

- You improve your entire IT service management.
- You can increase your customers' confidence in your company.
- You reduce downtimes and minimize the risk of errors in your IT services.
- You benefit in the long term from cost and time savings.
- You increase your competitiveness.

5. Which companies can benefit from ISO 20000 certification?

All companies that want to improve their IT service processes can be certified according to the ISO 20000 standard and benefit from its advantages. However, certification is particularly relevant for companies that are required to prove the quality of their IT service processes. This applies, for example, to banks, insurance companies or companies in the automotive industry.

6. What role do ITIL® best practices play in certification?

The ITIL® (IT Infrastructure Library®) best practices describe technical-methodological principles and offer a set of rules for process optimization of IT services. However, ITIL® is a guideline for effective IT service management rather than a standard in the ISO sense of the word. The implementation of the processes described therein for the optimization of services prepares you well for certification according to ISO 20000.



7. What is the process of ISO 20000 certification?

We certify your company according to ISO 20000 according to the following steps:

- 1. Definition of an ITSM policy and an IT service catalogue**
To prepare for certification, ITSM goals and IT services are defined and corrective measures implemented as required.
- 2. Internal audit and management review**
We conduct an internal audit to make decisions on required resources and suggestions for improving ITSM and IT services.
- 3. Introductory talk**
In a first meeting we clarify the general operational audit capability.
- 4. Level 1 audit**
In stage 1 audit, a rough check of the audit capability, a document check and the planning of the main audit take place.
- 5. Level 2 audit**
In stage 2 audit, a detailed examination of the ITSM structure and the processes and documentation is carried out, and the process performance is measured and evaluated.
- 6. Post-audit (if necessary)**
If necessary, deficiency corrections from the main audit are checked in a post-audit.
- 7. Monitoring and recertification audit**
To maintain certification after 1-3 years, a monitoring or recertification audit is carried out.

Do you have further questions about the certification of your IT Service Management system according to ISO 20000? Then contact us now!

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