



ISO/IEC 20000-1:2018 IMPLEMENTATION SERVICE

IMPLEMENTING YOUR IT SMS THE RIGHT WAY, THE BEST WAY

Implementing an IT SMS (Service Management System) allows an organization to obtain assurance that quality IT Services are being delivered in support of business objectives; obtaining the ISO/IEC 20000 certification is the unequivocal way to demonstrate compliance of the standard requirements.

KEY BENEFITS

- ▲ Understand the gap against the requirements of the standard
- ▲ Ensure the implementation journey has the right focus and support throughout stages
- ▲ Ensure processes are fit for purpose and fit for use
- ▲ Enable value co-creation between IT and business
- ▲ Ensure a successful and sustainable adoption by managing organizational change during the transition
- ▲ Achieve ISO/IEC 20000-1:2018 compliance readiness and enable the organization to sustain the management system after certification independently

WHAT IS INCLUDED

Implementing an IT Service Management System involve defining the right policies, designing nimble but meaningful processes, delivering the desired outcomes of services consistently and improving the organization continually.

Our experienced consultants will walk the ISO/IEC 20000 Implementation journey with you and equip your organization with the competencies needed for meeting compliance requirements and beyond. We will support you and your organization by providing the following:

- ▲ In-depth analysis of current service provision maturity by collecting evidence, conducting interviews and on-site observations
- ▲ Prioritizing quick-wins, formulating efficient implementation roadmap while focusing on long-term gain
- ▲ Adapting the processes according to the organizational context
- ▲ Considering IT contribution to business and organization holistically
- ▲ Equipping the organization and staff with the competencies needed to implement, maintain, sustain and optimize the IT SMS