



# ISO/IEC 20000-1:2018 ASSURANCE SERVICE

## WHY SEEK ASSURANCE?

Confidence. We instill confidence in your IT Service Management (ITSM) practice so that you can continue to achieve and exceed the objectives you need to excel in a competitive marketplace. Understand the effectiveness of existing policies and processes; and the degree of compliance to the defined policies and processes. Both are success factors for your ITSM journey in support of business objectives.

## KEY BENEFITS

- ▲ Obtaining objective assessment of current IT SMS state
- ▲ Knowing the factual service and process performance data, and it's alignment to business objectives
- ▲ Assist preparation for a formal external audit
- ▲ Gaining overall stakeholder confidence and buy-in
- ▲ Identify and understand gaps and focus areas for improvement
- ▲ Achieving the benefits of improved compliance

## WHAT IS INCLUDED

Quality should mean doing the right thing even when no one is looking. Does your IT SMS (Service Management System) become a hot topic only because of impending audits? Did you do well in audits but still fall short of business and customer expectations?

Our experienced consultants can help you to find out the degree of service management buy-in and look into causes of shortcoming and opportunities for improvement. This service may include:

- ▲ Review the current IT SMS implementation in the context of the standard
- ▲ Analyze IT SMS effectiveness and efficiency
- ▲ Audit the IT SMS for compliance
- ▲ Identify and investigate root causes of detected deficiencies
- ▲ Recommend improvement focus areas according to business priorities and compliance requirements
- ▲ Facilitate and/or execute compliance improvement plans