

SERVICE DESCRIPTION

ISO 20000-1



LexQ
Certifications
QUALIFYING QUALITY

ISO 20000-1

ISO/IEC 20000-1 INFORMATION TECHNOLOGY - SERVICE MANAGEMENT SYSTEM


Companies of any size rely on effective IT service management. No matter where you're based or what you do, your IT services need to be cost effective, reliable, consistent and efficient. You can achieve all of this with ISO/IEC 20000 if you manage internal IT services or provide IT services as an outsourced service provider. Plus you'll bring ITIL up to standard so that your IT services deliver exactly what's needed.

WHAT IS ISO 20000-1?

ISO/IEC 20000-1:2011 is a service management system (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. The requirements include the design, transition, delivery and improvement of services to fulfill agreed service requirements.

WHAT DOES ISO 20000-1 DO?

ISO/IEC 20000-1 specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an information technology management system. The requirements include the design, transition, delivery and improvement of services to fulfill agreed service requirements.




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WHO CAN USE ISO 20000-1?

- ◆ An organization seeking services from service providers and requiring assurance that their service requirements will be fulfilled;
- ◆ An organization that requires a consistent approach by all its service providers, including those in a supply chain;
- ◆ A service provider that intends to demonstrate its capability for the design, transition, delivery and improvement of services that fulfill service requirements;
- ◆ A service provider to monitor, measure and review its service management processes and services;
- ◆ A service provider to improve the design, transition, delivery and improvement of services through the effective implementation and operation of the SMS;

BENEFITS OF ISO 20000-1

By achieving certification to ISO 20000-1 IT Services Certification, your organization will be able to reap numerous benefits such as:

- ◆ Reduction in incidents and improved incident management.
 - ◆ Improving corporate image and credibility
 - ◆ Adoption of an integrated process to the delivery of IT services
 - ◆ Reduction in response times and interruptions to IT service • Improved management of costs, leading to financial savings.
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- ◆ A culture of continuous improvement.
- ◆ Greater understanding of roles and business objectives.
- ◆ Ensuring legislative awareness and compliance.
- ◆ Protecting the company, assets, shareholders and directors.
- ◆ Increased customer satisfaction from internal and/or external customers.
- ◆ Provides you with a competitive advantage.
- ◆ Enhanced customer satisfaction that improves client retention.
- ◆ Consistency in the delivery of your service or product.

THREE STEPS TO CERTIFICATION

Application for registration is made by completing the Quote Request Form for the desired standard. This form provides information about your organization so we can accurately define the scope of certification and the assessment duration.

Assessment is undertaken by Lex Q against the specific requirements of your chosen Standard. This consists of two mandatory visits that form the Initial Certification Audit (explained below). Please note that you must be able to demonstrate that your management system has been fully operational for a minimum of three months and has been subject to a management review and full cycle of internal audits.

Certification is issued by Lex Q on successful completion of the Stage 2 assessment. Certification is maintained through a program of annual surveillance audits and a three yearly recertification audit.



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INITIAL CERTIFICATION AUDIT

STAGE 1


The purpose of this audit is to confirm that your organization is ready for full assessment.

The assessor will:

- ◆ Confirm that the management system conforms to the requirements of the standard.
- ◆ Confirm its implementation status.
- ◆ Confirm the scope of certification.
- ◆ Check legislative compliance
- ◆ Produce a report that identifies any non-compliance or opportunities for improvement and agree a corrective action plan if required
- ◆ Produce an assessment plan and confirm a date for the Stage 2 assessment visit

STAGE 2

The purpose of this audit is to confirm that the management system fully conforms to the requirements of the chosen Standard in practice.



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The assessor will:

- ◆ Undertake sample audits of the processes and activities defined in the scope of certification.
- ◆ Document how the system complies with the standard by using objective evidence.
- ◆ Report any non-compliances or opportunities for improvement
- ◆ Produce a surveillance plan and agree a date for the first annual surveillance visit

If the assessor identifies any major non-conformances, certification cannot be issued until correction and corrective action is taken and verified. Accreditation requirements stipulate that if this is not completed within 6 months, then certification cannot be recommended without a further stage 2 assessment.

SURVEILLANCE AUDIT

Surveillance audits are undertaken periodically to ensure that compliance to the chosen Standard is maintained throughout the three year certification cycle.

The frequency and duration of surveillance is dependent on factors including:

- ◆ Size and structure of organization
 - ◆ Complexity and risk of activities
 - ◆ Number of management systems standards included in the scope of certification
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