

ISO 20000 - Information Technology Service Management Systems

IT departments are under higher pressure from Clients, both internal and external, than ever before. Regardless of whether the IT department in companies is operated internally or outsourced, the department is no longer just a cost center. It needs to add value to the organization. In other words, the IT department needs to be run effectively, efficiently and economically, as a part of the business. This can only be achieved by a systematic approach to IT services. ISO 20000 is the first worldwide standard specifically aimed at IT Service Management. It describes an integrated set of management processes for the effective delivery of IT services to the business and its customers. It is applicable to In-house IT departments who wish to better manage their services, as well as IT service providers who need to demonstrate their capability and quality to external customers.

ISO 20000 main points analysed:

Planning and implementing service management

- Plan service management (Plan)
- Implement service management and provide the services (Do)
- Monitoring, measuring and reviewing (Check)
- Continuous improvement (Act)

Planning and implementing new or changes services

Service delivery process

- Service level management
- Service reporting
- Availability and service continuity management
- Budgeting and accounting for IT services
- Capacity management
- Information security management

Relationship processes

- Business relationship management
- Supplier management

Resolution processes

- Incident management
- Problem management

Control processes

- Configuration management
- Change management

Release process

- Release management

ISO 20000 is compatible with other Management Systems standards, as ISO 9001 (Quality Management Systems) or ISO 27001 (Information Security Management Systems). In fact, information security is one of the 12 components in ISO 20000.

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