





# We spend over **1 million hours** each year improving the performance of businesses around the world



This experience allows us to see first-hand how ISO/IEC 20000 can help organizations to continually improve and deliver real benefits.

Business issue	How ISO/IEC 20000 helps	Benefit to your organization
 <p><b>Risk management</b></p>	<ul style="list-style-type: none"> <li>You must consider the risks to your service continuity and availability and put a plan in place</li> <li>It requires you to identify risks to your information assets and put in place measures to manage or reduce them</li> <li>You need to continually review your IT Service Management System (ITSMS) to identify potential risks and opportunities for improvement</li> </ul>	<ul style="list-style-type: none"> <li>Better visibility of risk amongst you and your stakeholders</li> <li>Gives you confidence that a resilient service management system is in place</li> <li>Helps you identify opportunities for improvement</li> </ul>
 <p><b>Engagement</b></p>	<ul style="list-style-type: none"> <li>Top management need to define ITSMS roles and ensure individuals are competent</li> <li>It requires you to communicate the importance of the ITSMS and the role it plays so that the workforce understands how they contribute</li> </ul>	<ul style="list-style-type: none"> <li>Improved IT service management awareness across the business</li> <li>Empowered workforce with clear roles and responsibilities</li> </ul>
 <p><b>Reputation</b></p>	<ul style="list-style-type: none"> <li>It requires you to regularly review the effectiveness of plans, processes and procedures to ensure they meet the systems targets and objectives</li> <li>You must have processes to cover the design, transition, delivery and improvement of services that fulfil client requirements</li> <li>You need processes to manage stakeholder relationships</li> </ul>	<ul style="list-style-type: none"> <li>Reassures clients that you have best practice in place</li> <li>Improved reputation and stakeholder satisfaction</li> <li>A more effective ITSMS that is aligned to business objectives</li> </ul>
 <p><b>Efficiency</b></p>	<ul style="list-style-type: none"> <li>You must develop clear service measures and key performance indicators</li> <li>Budgeting, forecasting and financial control of the ITSMS is required</li> <li>You need to identify and manage required resources to deliver an effective ITSMS</li> <li>Clear processes are required to resolve incidents and control your IT service management and appropriate documents</li> </ul>	<ul style="list-style-type: none"> <li>Better visibility of performance</li> <li>Improved control over ITSMS costs</li> <li>Clear processes that can be regularly reviewed and enhanced to achieve greater efficiencies</li> </ul>

# Top tips on making **ISO/IEC 20000** effective for you

Every year we have interactions with tens of thousands of clients. Here are their top tips.

## **Top management commitment**

is key to making implementation of ISO/IEC 20000 a success.

“We now have more management meetings. Internal communication has improved, and the automation has increased accountability by raising awareness of individual responsibilities.”

Richard Smith, Tegen Ltd, UK-based IT solutions provider

Think about how **different departments work together** to avoid silos. Make sure the organization works as a team for the benefit of customers and the organization.

“We use standards to demonstrate that we are a safe operator for our customers' most precious business assets. There's no doubt that our certifications with BSI cements our service excellence.”

Jitesh Bavisi, Exponential-e, UK-based cloud and IT service provider

**Review systems, policies, procedures and processes** you have in place – you may already do much of what's in the standard, and make it work for your business.

“Certification enables us to monitor, manage and analyse performance.”

Nada Moussa, Alternative Networks plc, UK-based IT and telecoms provider

## **Speak to your customers and suppliers.**

They may be able to suggest improvements and give feedback on your service.

“ISO/IEC 20000 is increasingly sought by clients as ITIL [Information Technology Infrastructure Library] becomes more popular in the IT industry, and is essential for bid applications and tender proposals.”

Brian Smith, Alternative Network plc, UK-based IT and telecoms provider

## **Train your staff to carry out internal audits.**

This can help with their understanding, but it could also provide valuable feedback on potential problems or opportunities for improvement.

“We engaged with our staff from the beginning, updating them about progress; we trained them as we changed our service boards and ticketing system, and it completely enhanced our internal operations.”

Richard Smith, Tegen Ltd, UK-based IT solutions provider

And finally, when you gain certification celebrate your achievement and use the **BSI Assurance Mark** on your literature, website and promotional material.

