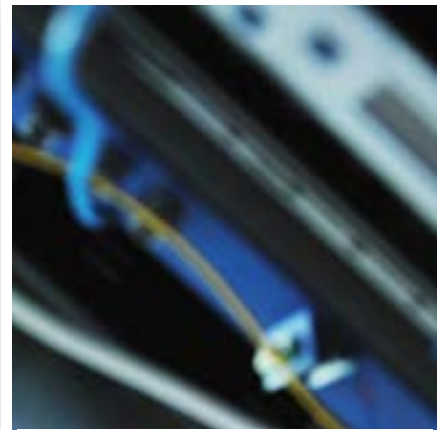
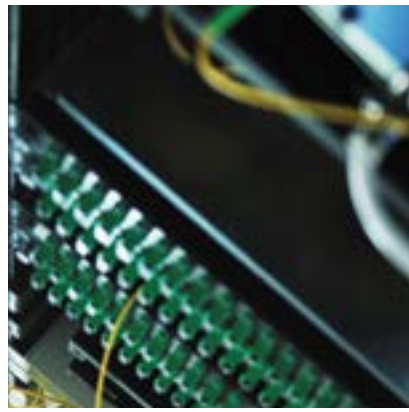




**CUSTOMER SATISFACTION**



**SERVICE QUALITY**



**FURTHER EXCELLENCE**



**COMPETITIVE ADVANTAGE**



**SEAMLESS OPERATIONS**

## **HOW CAN YOU MANAGE YOUR IT SERVICES TO MEET YOUR BUSINESS NEEDS?**

**ISO 20000 INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEMS AUDIT, CERTIFICATION & TRAINING SERVICES**

**SGS**

ISO 20000 Information Technology Service Management Certification demonstrates how you manage your IT services against international benchmarking and helps promote an integrated process to deliver quality IT management services. It proves you have successfully integrated IT systems across your business functions to achieve seamless operations.

The standard focuses on the integration and implementation of an IT service management system improving control and efficiency. It has two parts:

- ISO 20000-1:2005, a formal specification that defines the requirements for managed services of an acceptable quality
- ISO 20000-2:2005, a Code of Practice that describes the scope of ISO 20000-1

#### THE BENEFITS

ISO 20000 Certification enhances the reliability of your operations and shows commitment to a reliable IT service infrastructure. Certifying your IT Service Management System through SGS helps you develop and improve performance, improve overall customer satisfaction and increase your bottom line.

It demonstrates the reliability and quality of your IT management services to your employees, stakeholders and customers and reduces risk by offering trustworthy support from IT professionals, who can place any IT situation or problem under immediate control and lessen potential damage.

#### HOW THE CERTIFICATION PROCESS WORKS

- Step A - Tailored proposal from SGS.
- Step B – Optional ‘pre-audit’ of readiness and weaknesses.
- Step C – Formal audit ‘Stage 1 – Readiness Review’. Documents and other key system elements are evaluated and non-compliances reported.
- Step D – ‘Stage 2’: interviews, examination of records and observation of working practices. Non-conformances are addressed.
- Step E – Surveillance visits to check the system and action plan implementation.
- Step F – Re-certification audit after three years.

#### RELATED SERVICES

- ISO 20000 training (all levels of ability and awareness). See [www.sgs.com/training](http://www.sgs.com/training) for details.
- ISO 27001:2005 Information Security Management System (ISMS)

- ISO 22301:2012 Business Continuity Management Systems
- Integrated Management Systems
- Process Improvement solutions

#### WHY SGS?

SGS is the world’s leading inspection, verification, testing and certification company. SGS is recognised as the global benchmark for quality and integrity. With more than 75 000 employees, SGS operates a network of over 1 500 offices and laboratories around the world.

Enhancing processes, systems and skills is fundamental to your ongoing success and sustained growth. We enable you to continuously improve, transforming your services and value chain by increasing performance, managing risks, better meeting stakeholder requirements and managing sustainability.

With a global presence, we have a history of successfully executing large-scale, complex international projects. Our people speak the language, understand the culture of the local market and operate globally in a consistent, reliable and effective manner.

**TO LEARN HOW SGS CAN HELP YOU MANAGE YOUR IT SERVICES, VISIT [WWW.SGS.COM/ISO20000](http://WWW.SGS.COM/ISO20000) OR CONTACT [CERTIFICATION@SGS.COM](mailto:CERTIFICATION@SGS.COM) FOR MORE INFORMATION.**

### ISO 20000 CERTIFICATION PROCESS

