



ISO 20000-1: 2018

IT SERVICE MANAGEMENT SYSTEMS

INTRODUCTION

ISO 20000-1:2018

ISO 20000 comes after ISO 27001 in terms of functions and industry application. It is specifically designed to help your organization deliver effective managed IT services to customers and maintain those standards over the long term. This certification standard will help your organization efficiently deliver quality IT Service Management through a comprehensive process approach.

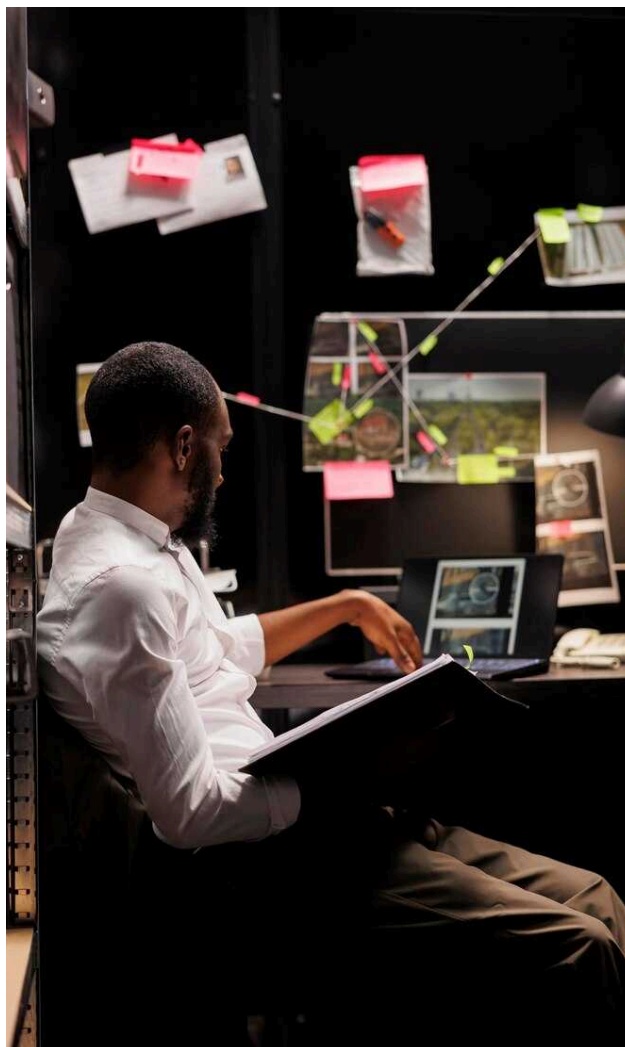
ITSMS implementation is established to be a foundation upon which to build continually improving service management systems hence making it scalable. It is fully scalable to every organization irrespective of size large and small or customers internal and external. Developing an ITSMS as part of your organization's customer satisfaction and business continuity strategies will provide strategic benefits.

Why Your Organization Should Get ISO 20000-1

Achieving ISO 20000 certification will help your organization improve its services, create a framework for an independent assessment and demonstrate an ability to meet customer requirements. It also gives your organization a competitive advantage, as it demonstrates your reliability and high quality of service.

Importance Of ISO 20000-1

One of the critical functions of ISO 20000 is understanding the expectations, planning for services and service changes, and monitoring performance can be critical to an IT service's success or failure.



An IT Service Management System (ITSMS) can, in turn, be critical for organizations providing anything from Service Desk support to full-fledged system design and deployment.

This certification provides a technology neutral framework for understanding, agreeing on, implementing, and monitoring effective managed services.

ISO 20000 offers internationally recognized best practices through an integrated process approach designed to meet the expectations of both businesses and customers.

Benefits Of The Certification

By achieving certification to ISO 20000 IT Services Certification, your organisation will be able to reap numerous benefits such as: ISO 20000 will give your organization a level of credibility that they would be unable to achieve.

The reason behind the certification is an international standard in service management, that's why it has been recognized around the world and proves the certified business associates with the best practices and its SMS is fully compliant.



Since ISO 20000 certification is designed to deliver value to the customers whose expectations have been growing all the time.

To keep customers happy, service management needs a shift from conventional incident management that is fixing something that has been reported as broken and fixing something that may harm the customer.

Who Should Use It

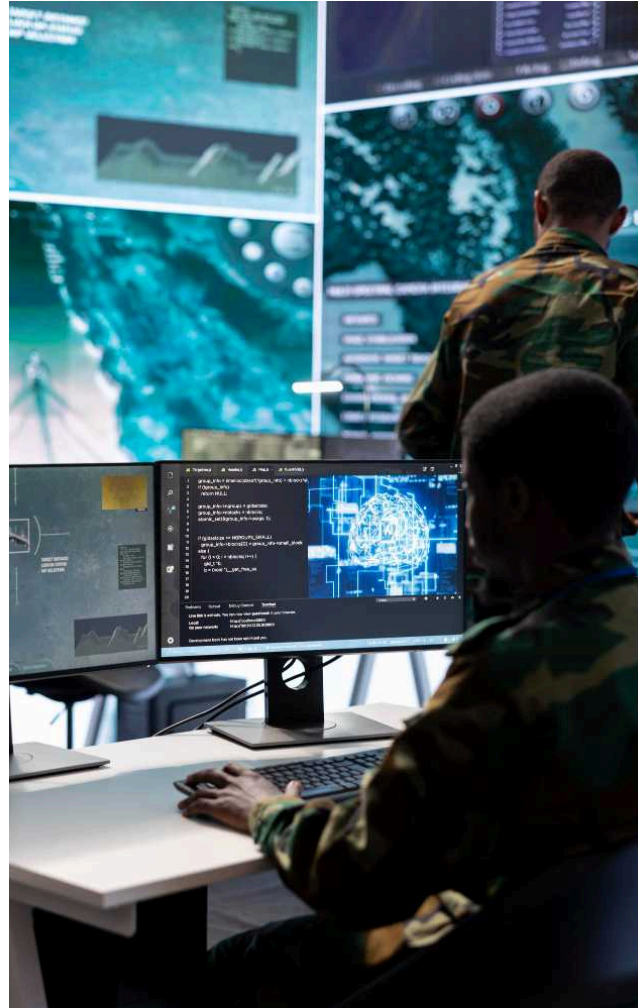
An increasing number of organisations can implement an IT Service Management System (ITSMS), based around ISO 20000 certification standard. If your organization obtains a certification to this IT standard, your organization will be able to independently demonstrate to its customers that they are meeting industry best practice, which ensures that your day to day service delivery is carried out in a way that drives customer satisfaction through improved service and leads to continuous improvement.

The standard requirements can be integrated into any environmental management system, the depth to which is normally determined by several factors including your organization's main industry, environmental policy, products and service offerings, and geographical location. As with all ISO standards ISO 14001 is relevant to all organizations, regardless of size, location, sector, or industry.



About DTA

Delta Tech Africa Limited Is An ICT And Quality Consulting Organization Focused On Performance Management Across Business Verticals. Delta Means“ A Finite Increment”. We Help Organizations To Achieve This Increment Across Departments And Functions And To Improve The Overall Organizational Performance While Adding Value To The Stakeholders. Evolution Is A Constant Change. When The Pace Of Evolution Renders Societies Impatient, It Is A Technology That Accelerates Evolution Leading To The Transformation Of Societies. When That Evolution Happens, It Doesn't Limit The Human Endeavors, To Get The Technology Evolution, It Has To Be Supported By Processes And Management Of The Best Quality. Hence, We At Delta Tech Africa Thought Of Bringing Both Technology And Quality Management Processes Together To Get The Best Organizational Performance And Value Across The Fast Growing Continent Of Africa.



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