

# Information Technologies Service Management System

## ISO 20000



### ISO 20000 IT Service Management Standard For Whom?

ISO 20000 applies to all corporations, small or otherwise, who rely on IT services regardless of the location they are from or the sector in which they operate.

This standard applies particularly to internal IT service providers such as IT departments and external IT service providers such as IT contractor companies.

ISO 20000 Information Technology Services Management System Standard series comprises 2 standards. Certification is granted according to ISO 20000 -1 while ISO 20000-2 Standard is a guide standard . ISO 20000 is related and complementary to process approach defined on the ITIL (IT Infrastructure Library) developed by Ministry of Commerce.

ISO 20000-1 includes the formal features of the standard and defines the terms required by the organizations in order to achieve an acceptable quality level in the services provided to



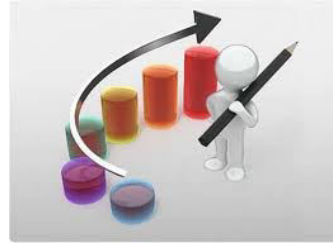
the customers. ISO 20000 Information Technologies Services Management System Standard is a standard that involves the ways in which an IT company manages its operations and offers services.

Companies who wish to obtain ISO 20000 Certificate must have after-service facilities.

Actually ISO 20000 is a standard prepared by combining 6

separate standards in order to define the operations of and build the organizational structure of IT companies.

ISO 20000 is the first standard that has been prepared exclusively for Information Technologies Service Man-

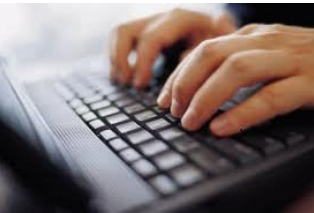


agement and used worldwide.

ISO 20000 certification is a description of management process kit integrated to ensure that more effective services are provided to customers.

### Benefits of ISO 20000

- A clear view of IT skills
- Reduction in the operating and management costs
- Elimination of all unnecessary/redundant works
- Increased access to IT services
- Improvement in the communication between the customers and business lines of the IT company, management of the expectations
- It prevents addressing the same work/issues repeatedly
- Improved service quality and more reliable corporate support
- It ensures that services that meet the requirements of the customers, end-users and business are provided
- Effective management and use of the resources
- Increased satisfaction of the IT teams
- Clear information about available services



As BvA Belgelendirme ve Dış Tic. Ltd. Şti. we provide certification of ISO 20000 Information Technologies Service Management System over Certification Europe with INAB accreditation.



### BVA Belgelendirme ve Dış Ticaret Ltd. Şti.

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