



# Certification of system according to ISO/IEC 20000-1:2018

## Information technology – Service management — Part 1: Service management system requirements



### Service management - Service management system requirements

Within the field of management of ICT services, for a long time practice has been based on the best procedures as summarised in the publication series ITIL (Information Technology Infrastructure Library). Publications within the framework of ITIL contain the best experiences used within companies engaged with information technologies. The standard ISO/IEC 20 000: part 1 is the international standard in which the fundamental procedures of ITIL are summarised into standardised criteria, according to which it is possible to establish, implement, maintain and continually improve a service management system (SMS). The standard ISO/IEC 20000-1 is used for independent conformity assessment and certification of service management system.

### Benefits of certification of Service management system according to ISO/IEC 20000-1

For organisations, implementation of the requirements of standard ISO/IEC 20000-1 and subsequent certification may mean:

- Standardisation of processes and improvement of effectiveness of activity upon provision of IT services;
- Management of IT service from strategy to the actual standard of IT services;
- Control of parties involved in service lifecycle
- Minimisation of outages with fundamental improvement of the quality of IT support and availability of IT services;
- Standard processes enabling fast adaptation to IT changes in business or differing customer requirements;
- Obtaining a competitive advantage over other providers of IT services;
- Improvement of effectiveness of the “core business”.

### Applications for ensuring quality of IT services according to ISO/IEC 20000-1 and if applicable subsequent certification may be used to obtain benefits by:

- Companies participating in competition of tenders with their services;
- Companies which require consistent access from all service providers in the supply chain;
- Providers of services for benchmarking of their management of IT services;
- As a basis for evaluation which can lead to formal certification;
- Organisations which need to demonstrate capability to provide services meeting customer requirements; and
- Organisations which endeavour to improve services by means of increasing the effectiveness of application of processes for monitoring and improving the quality of services.

**With regard to the fact that application of the standard may be relatively broad, in particular upon securing internal services within the framework of large companies, the expert service may take place in the form of a number of mutually linked situational audits, which constitute both a grounding and training for the organisation, in particular in the following fields:**

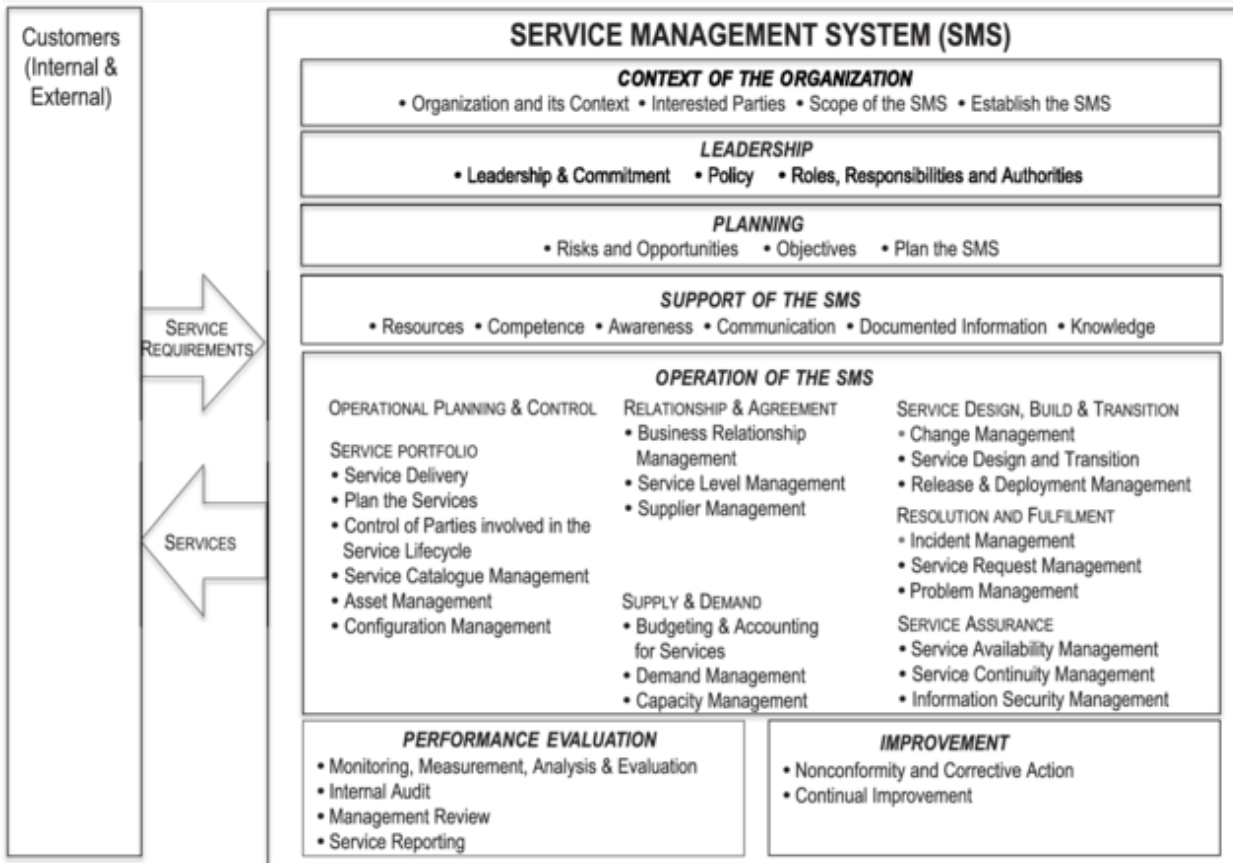
- Identification of processes supporting quality provision of IT services;
- Delineation of IT service processes and optimisation thereof;
- Mutual operation of IT service processes;
- Internal audits of IT service processes and their continual improvement;
- Benchmarking of standard of IT services;
- Integration of management of IT services within the framework of management of quality

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