ISO 20000
IT SERVICES MANAGEMENT

CERTIFICATION EUROPE™
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- Accredited to itSMF

- Training across a range of standards

- Encouraging continual improvement

- Attract new business

ISO 9001 QUALITY MANAGEMENT	ISO 13485 MEDICAL DEVICES	ISO 14001 ENVIRONMENTAL MANAGEMENT
BS EN 15713 SECURE DESTRUCTION OF CONFIDENTIAL MATERIALS	OHSAS 18001 HEALTH & SAFETY MANAGEMENT	ISO 20000 IT SERVICE MANAGEMENT
ISO 20121 EVENT SUSTAINABLITY	ISO 22301 BUSINESS CONTINUITY	ISO 21500 PROJECT MANAGEMENT
ISO 27001 INFORMATION SECURITY	ISO 27018 PROTECTION OF PERSONALLY IDENTIFIABLE INFORMATION	ISO 50001 ENERGY MANAGEMENT

ISO 20000-1
IT SERVICE MANAGEMENT

What is ISO 20000-1?
ISO 20000-1 is the international standard for quality management specifically focused around IT service management. Certification to ISO 20000-1 ensures that your day-to-day service delivery is carried out in a way that drives customer satisfaction through improved service.

Benefits of ISO 20000-1 certification
- Reduction in incidents and improved incident management
- Reduction in response times & interruptions to IT service
- Improved management of cost leading to financial savings
- Greater understanding of roles & business objectives
- Ensuring legislative awareness & compliance
- Adoption of an integrated process to deliver IT services
- Enhanced customer satisfaction improving client retention
- Consistency in the delivery of your service or product

Why choose Certification Europe?
Certification Europe is a leading global certification body with expertise that is renowned worldwide. Rather than an uninvolved tick-box approach, Certification Europe takes pride in offering a unique partnership to support the continuous improvement of your management systems.

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1) Detailed Proposal

Firstly, complete our online application form to give us an understanding of your business requirements and desired timescales to achieve certification. After a brief discussion with a member of our business development team, when you are ready to proceed, we will provide you with an individually tailored proposal, covering the investment required to obtain your ISO certification.

2) Steps to Certification

Obtain a full copy of the relevant ISO Standard documentation and review the requirements. Assemble your team, review our training course and define your strategy. Develop and implement your management system (policies, procedures and controls). You are now ready to start the assessment process for your management system.

3) Pre-Assessment

Pre-assessment is an early opportunity to review your management system against the requirements of the relevant ISO standards (s), Your assessor will conduct a gap-analysis and provide you with a full report of any areas to address before the formal assessment begins. After each stage, the assessor with prepare and deliver a comprehensive written assessment report detailing the findings of the assessment.

4) Stage One Assessment

This initial assessment determines if the mandatory requirements of the standard are being met and if the management system is capable of proceeding to stage two. Non-conformities identified by the assessor will need to be addressed by your organisation. At the end of your stage one assessment, all areas should be compliant with requirements of the relevant ISO standard(s) and allow progression to stage two.

5) Stage Two Assessment

The stage two assessment determines the effectiveness of your management system, and seeks to confirm that your management system controls have been implemented and is fully operational. If your assessor is satisfied that your organisation is fully compliant with the relevant ISO standard(s), they will recommend your organisation for certification.

6) Certification Decision

At this point in the process the assessor reviews any corrective actions taken to address findings raised in stage one and two. On successful completion of stages one and two, your assessor will make a recommendation for certification. The Certification Manager will review your file to ensure that the recommendation is made in an impartial, fair and competent manner.

7) Certification Presentation

Once ISO certification is achieved, your organisation will be issued with a Certification Europe certificate and frame. You will also be provided with relevant logos (stickers and electronic versions) and an online digitally-signed version of your certificate.

8) Continuous Assessment

Your organisation is required to submit the management system for review post certification via the continuous assessment process. The first surveillance visit is due within 6 months of the recommendation of certification. ISO certifications have a three year lifecycle. At the end of this period, in order to renew the certification, a mandatory audit will take place.