

ISO 20000 Certification

What is ISO 20000?

ISO 20000 is an international standard for information technology service management. It specifies the requirements for an organization to plan, establish, implement, operate, monitor, and improve IT service management processes. ISO 20000 certification verifies that your organization meets these requirements. Obtaining this certification can help your organization improve its IT service management processes and achieve better results.

Importance

ISO 20000 certification is important because it provides a framework for improving your organization's IT service management processes. This certification can help you achieve better results, improve customer satisfaction, and increase efficiency. Additionally, obtaining ISO 20000 certification can help you attract new customers and differentiate your organization from competitors.

Benefits

- Improved credibility and trust with customers and partners
- Higher customer satisfaction as a result of improved quality of service
- More efficient service delivery as processes are standardized
- Reduced costs as efficiency improvements are realized
- Greater competitiveness as ISO 20000-compliant organizations outperform their peers
- Increased staff motivation and commitment as a result of improved working conditions
- Greater assurance of compliance with best practices and standards

Which Organizations Can Apply?

Any organization that provides or intends to provide information technology (IT) services can apply for an ISO 20000 certificate. This includes but is not limited to:

- Service providers
- System integrators
- Hardware and software vendors

How to Get ISO 20000 Certified?

The first step in getting ISO 20000 certified is to implement an IT service management system that meets the requirements of the standard. Once your system is in place, you can apply for

certification by a third-party certifying body. The certifying body will assess your organization's compliance with ISO 20000 and award certification if you meet all requirements.

Conclusion

ISO 20000 certification is an important achievement for any organization that provides or intends to provide information technology services. This certification verifies that your organization meets the requirements of the ISO 20000 standard and can help you improve your IT service management processes. Getting certified to ISO 20000 can provide many benefits, including improved credibility and trust with customers and partners, higher customer satisfaction, more efficient service delivery, and reduced costs.

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