ITIL® and ISO/IEC 20000

Better Together
About ITSM Academy

♦ Accredited ITSM Education Provider
  ✓ ITIL® Foundation (V2 and V3)
  ✓ ITIL® Foundation Bridge Course
  ✓ ITIL® Practitioner, Service Manager
  ✓ ISO/IEC 20000 certifications
  ✓ Practical workshops

♦ PMI Global Registered Education Provider
♦ Public Training Center in Fort Lauderdale, FL
♦ Corporate on-site classes
♦ Over 11,000 learners trained since 2003

2007 - Awarded Federal Government Schedule Contract (GSA) allowing ITSM Academy to become a premier provider of ITSM education to the US Government
What is ITIL®?

- Documented best practice guidance for an integrated process approach to Service Management as required by ISO/IEC 20000
- Version 3 (2007) is comprised of five core books where each publication represents a stage in the lifecycle of an IT Service
- The Core Library is applicable to all service organizations and service providers

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ITIL® V3 Core Library is built around a service lifecycle

- **Service Strategy** defines policies and objectives
- **Service Design, Service Transition** and **Service Operation** implement strategies
- **Continual Service Improvement** prioritizes improvements based on strategic objectives
What is ISO/IEC 20000?

- An auditable international standard for service management that promotes an integrated process approach to effectively delivering IT Services that meet business and customer requirements

- It does not assess the quality of a service or product
- It does certify effective processes

*ISO/IEC 20000 defines a Quality Management System (QMS) for IT Service Management*
ISO/IEC 20000:
Service Management Standard

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<th>Relationship Processes</th>
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ISO/IEC 20000
Scoping and Eligibility Considerations

- Can only be awarded to a single legal entity
- Must define the services covered
- Service provider doesn’t have to own the infrastructure
- Commercial infrastructure arrangements are not relevant
- Must be clear on the role of suppliers
- Must provide evidence that all ISO/IEC 20000 requirements are met
- Should consider other certifications such as ISO 9000, ISO 27001, etc.

A Service Provider must demonstrate management control of each of the ISO/IEC 20000 processes
ITIL® and ISO/IEC 20000

- ITIL® is a framework for defining and improving service management
- ITIL® offers a body of knowledge for achieving and maintaining ISO/IEC 20000
- ITIL® is not auditable or prescriptive
- ISO/IEC 20000 is an auditable international standard for service management
- ISO/IEC 20000 provides an impartial benchmark for ITSM implementations
- ISO/IEC 20000 improves documentation and tool usage by requiring evidence of intentions and activities

Together they ensure a sustainable program of continual service improvement

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What are the benefits?

**Business**
- Competitive advantage
- Business – IT alignment
- Supplier alignment
- Improved IT services
- Accepted method of assessment and audit

**IT Management and Staff**
- Better understanding of business, roles and processes
- Managed risks and costs
- Improved productivity
- Improved governance
- Improved documentation
- Reduced fire-fighting

Applying the ISO/IEC 20000 standard to an ITSM implementation will drive organizational change

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Want to Learn More?

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ITIL® V3 Education

ITIL® Overview - non-certification

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ISO/IEC 20000 Education

♦ ISO/IEC 20000 Overview (non-certification)
♦ ISO/IEC 20000 Foundation (EXIN)
  ♦ Understands
♦ ISO/IEC 20000 Advanced (EXIN)
  (new three tier scheme to be announced)
  ♦ Builds and Maintains
  ♦ Achieves ISO/IEC 20000
  ♦ Prerequisite: ISO/IEC 20000 Foundation
♦ ISO/IEC 20000 Consultant (itSMF)
Recommended
ITIL® and ISO/IEC 20000 Education

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Training staff at appropriate levels significantly fulfills Section 3.3 of ISO/IEC 20000 (Competence, Awareness and Training)
Questions and Answers

Thank you for attending

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