



Are you an IT Service Provider? Consider pursuing **ISO 20000-1** Certification to help develop your organization's consistent improvement and high levels of customer satisfaction!

WHAT IS ISO 20000-1 CERTIFICATION?

ISO 20000-1 is an international certification standard that specifies requirements for an organization's service management system (SMS). Originally published in 2005, 20000-1 was developed to emulate the best practices described within the ITIL (IT Infrastructure Library) framework, with focus on effective management and delivery of services to both internal and external customers. The standard includes requirements for planning, design, transition, delivery and improvement of services to meet service expectations, while maintaining consistent value. The standard places an emphasis on understanding, agreeing with, and meeting customer expectations. Through regular reporting and monitoring of service quality being delivered, the system drives process improvement and customer satisfaction.

An organization can outsource some requirements to other parties. However, the organization is still accountable. An organization cannot claim conformity to this standard if other parties are used to provide or operate all services or processes within the SMS.

Benefits of ISO 20000-1 for service providers:

- Gain a competitive edge by differentiating your company from competitors; demonstrate reliability and high quality service
- Grant access to key markets; many public sector organizations mandate that IT service providers comply with ISO 20000-1
- Enables monitoring, measuring, and review of service management processes and services to enforce measurable levels of efficacy
- Culture of continual improvement



PJR ADVANTAGES

As a leader in the certification industry, PJR is focused on our clients' satisfaction and success! Our experienced auditors and dedicated schedulers give each client the individual one-on-one attention they deserve with detailed audit plans, flexible scheduling, and value-added auditing.

Request a **FREE** quote today and see what a difference PJR can make!

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