

ISO\IEC 20000-1

Information Technology Service Management System

We have a 100% Client Certification Rate



The ISO 9001 Group understands how to design, develop and implement ISO 20000-1 certification ready management systems from the ground up to meet the latest ISO 20000-1 standards. Our trained and experienced management system consultants will assist your organization in designing, developing, and implementing your ISO 20000-1 information technology service management system.

BENEFITS OF ISO\IEC 20000-1 CERTIFICATION

- ✓ Win more contracts where certification is a requirements or a competitive advantage
- ✓ Meet requirement for certification
- ✓ Improved structure, processes and procedures internally
- ✓ Better internal controls, which will improve operations and reduce risks

HIGHLIGHTS OF ISO\IEC 20000-1

- ✓ Context of the Organization
- ✓ Leadership and Commitment
- ✓ Actions to Address Risks and Opportunities
- ✓ Service Objectives and Planning
- ✓ Competency
- ✓ Controlling Documented Information
- ✓ Operational Planning and Control
- ✓ Planning Services
- ✓ Service Life Cycle
- ✓ Service Catalog Management
- ✓ Asset Management
- ✓ Configuration Management
- ✓ Relationship and Agreement
- ✓ Service Level Agreements
- ✓ Supplier Management
- ✓ Demand and Capacity Management
- ✓ Change Management
- ✓ Incident and Problem Management
- ✓ Service Requests
- ✓ Service Continuity and Availability
- ✓ Information Security Management
- ✓ Internal Audits
- ✓ Management Reviews
- ✓ Service Reporting
- ✓ Nonconformity and Corrective Actions
- ✓ Continual Improvement

CLIENT TESTIMONIAL

"We first contacted The ISO 9001 Group because we needed to achieve certification to bid on several government projects, which required the certification. We did not have the in-house knowledge to develop an management system. They designed a customized quality management system tailored for our company and walked us through all the steps to properly implement it. Our consultant was always accessible for us, and answered our questions right away. Our certification body passed our system without any issues, thanks to The ISO 9001 Group's guidance and support."

*Harry Hans, President
SONA Networks*

CONNECT WITH US

