



SPIFFY CONSULTANCY SERVICES

(a unit of SPIFFY MULTI SERVICES)

ISO/IEC 20000-1 : 2011 PINFORMATION TECHNOLOGY SERVICE MANAGEMENT

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WHAT IS ISO/IEC 20000-1 : 2011

- **International Standard used for Information Technology Service Management.**
- **It identifies and incorporated set of management processes for the efficient delivery of services to the business and its customers.**
- **The latest version i.e. ISO/IEC 20000-1 : 2011 provides standard requirements for Information Technology Service Management.**



WHAT IS ISO/IEC 20000-1 : 2011

- **It is a top down, business determined access to the management of IT that specifically direct the strategic business rate yielded by the IT organization and the demand to have a high quality IT service.**
- **Planning, establishing, implementing, operating, monitoring, reviewing, maintaining and improving an SMS is the specific requirements of the standard.**



WHY IS SERVICE MANAGEMENT REQUIRED ?

- **Organization are progressively restricted on IT service provision**
- **Higher profile**
- **More strict user needs**
- **Increment in complexity of the Infrastructure**
- **Charging for services in IT**
- **Customer's competition**



STEPS FOR CERTIFICATION

- **Check whether mandatory document requirements are met.**
- **To check whether management system is implemented and operational and effectiveness of the system.**
- **Reviewing and Corrective action if any taken at above stages.**
- **Reviewing the documents and decision for certification.**
- **Issuing of certificate.**



Benefits

- **Improve in Quality of service**
- **Increased Customer confidence**
- **Improving reputation, consistency and interoperability**
- **Assured continuous improvement**
- **Optimized and control of Costs**
- **Demonstrating high quality over competitors**
- **Ability in meeting requirements for bidding**
- **Management and staff understanding in business, role and processes**



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THANK YOU