

THE LONG ROAD TO ISO 20000 CERTIFICATION



There is a growing market demand in particular for service providers to be ISO/IEC 20000 certified. ISO / IEC 20000 is the International Standard for IT Service Management and the mechanism for accrediting individual organisations as IT Service Providers.

Whilst many organisations have made good progress in moving towards ITIL compliant processes, most would acknowledge that there is still some way to go.

ProActive has an established track record helping organisations implement ITIL at various levels using our 'BasePlan' framework. BasePlan has assisted many organisations develop a Continuous Service Improvement Programme (CSIP) within the IT service organisation and work towards the achievement of best practice in IT Service Management. BasePlan, and the development of a CSIP is even more crucial when considering ISO/IEC 20000 certification.

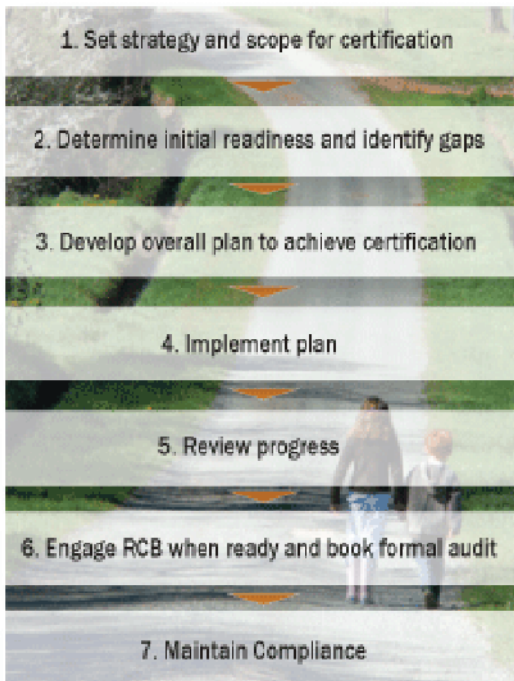
ISO 20000 is based on ITIL and requires a process maturity of some 3-4 on a scale of 1-5, to pass certification. The best way to move towards the required maturity is through an ITSM CSIP, and certification actually requires that a CSIP is established. The CSIP will take an organisation through the entire journey and should address the next steps after initial certification.

FIRST STEPS

ProActive is leading the way regarding ISO/IEC 20000 capabilities. Most of our consultants have now achieved the ISO/IEC 20000 Consultant's certification; some have also undertaken the Auditor's certification.

ProActive offer a number of services that can guide an organisation through the process of achieving ISO 20000 certification. ProActive's suggested first step is to create a roadmap for ISO 20000 certification. This step may include the following:

1. a strategic planning workshop (BaseCamp)
2. an assessment of the current status of the organisation's processes against ISO/IEC 20000 (BaseOne), and
3. a planning workshop to develop the roadmap (BaseTwo).



A key part of such a roadmap is to be clear on the **scope** of the initial certification. This is to minimise the effort, cost and risks whilst looking to maximise the benefits.

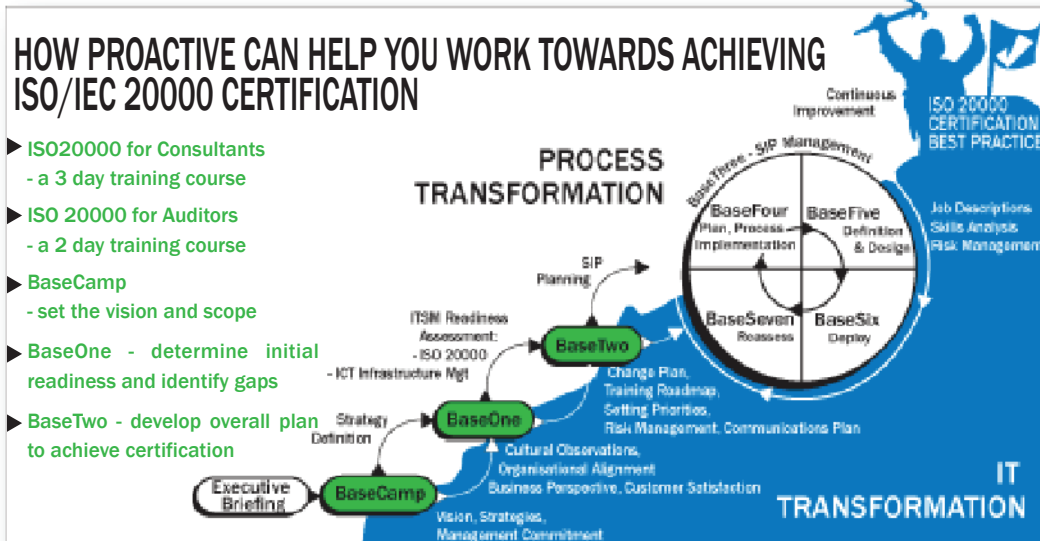
BaseCamp will assist you to identify the scope and strategy for certification

Using a balanced scorecard approach, BaseCamp will assist you to clearly define the ITSM / ISO20000 vision, identify the benefits of a CSIP, develop management commitment, identify stakeholders, and ensure strategic alignment.

This step will reduce the risk of CSIP and ISO/IEC 20000 certification failure.

The diagram below outlines ProActive's

BasePlan model and indicates the suggested first steps in order to create a roadmap for the achievement of ISO/IEC 20000 certification:



ITIL

in the
Real
World

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ProActive
BUSINESS DRIVEN IT SERVICE MANAGEMENT