

ISO/IEC 20000 Features And Benefits

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ISO/IEC 20000 refers to a system of controls which promotes the adoption of Integrated process approaches to manage the IT services efficiently. The standards emphasise defining, describing, and designing the methods for service management in an organisation. ISO/IEC 20000 indicates the extent of coverage and shows a neutral evaluation benchmark. The standard gives the standardised requirements for IT service management systems (SMS).

Features of ISO/IEC 20000

Encrypted in the standards are the minimum requirements for information technology providers

It stipulates an integral approach to providing IT services efficiently. Specifies the relationship with the stakeholders as an essential part of the evaluation

Benefits of ISO/IEC 20000 Certification

Customers are confident working with an IT firm which delivers quality service and complies with the external regulations. An organisation which is certified enjoys continued improvements in service quality, constancy, and support which in turn woos more clients' confidence in the firm as an IT provider. It helps a firm to align itself with the enterprise strategies. It also gives an insight into IT performance and serves as the basis for marketing services. It also offers insight to all participants in the definition of objectives and roles.

Every organisation aims at providing high-quality services at the minimum costs possible. Certification focuses on the management and the staff as well as giving an in-depth analysis of the processes of the firm. It is guidance which offers the employees clear objectives of what is to be achieved.

Soon ISO/IEC 20000 will become a necessity for a company to provide IT services, just as it is with ISO/IEC 9001. It will be proof of a complete and successful working IT firm with management systems. The certification shows an outstanding feature and adds competitive advantage for the company. Rather than depending on trust and ethical wills, the clients can rely on external monitored IT providers who are ISO/IEC 20000 certified providers. Introducing IT management systems leads to changes in the work behaviour and organisational alterations. Such measures decrease the workloads for the staff which lowers causes of resistance. The certification is a source of motivation to acknowledge the performances via a neutral certification institution.

ISO/IEC 20000 stipulates the requirements for the service provider in planning, establishing,

implementing, operating, monitoring, reviewing, maintaining, and improving an SMS. Such can be represented as shown in the chart below:

Focusing on Service Management Systems

ISO/IEC 20000 helps the companies to come up with management systems that meet the enterprise objectives. It helps establish a benchmark for managing the service systems. An oiled management system has several benefits to an organisation, such as;

Value delivery

When a company has a proper functioning management system, it delivers quality deliverables to the clients. Value is a product of utility (removing constraints of performance) and warranty (ensuring availability, capacity, continuity, and security). Value is not noticeable in the business outcomes and customers' perception.

End-to-end control

Customers have a lot of expectations from the service providers which they use to judge you. End to end process aims at controlling middle players in service delivery with aims of optimising performance and efficiency. End to end procedures as advocated for by ISO/IEC 20000 ensures complete management of timeframes and delivery of services. Being a service provider, you cannot do everything by yourself as you will depend on other intermediaries. For you to delight your clients you should have sufficient control of the entire service landscapes (internal teams and suppliers).

An SMS comprises of:

Policy

Responsibilities

Plan

Implementation and service operations

Performance assessment

Management review

Improvement

ISO/IEC 20000- 1: SMS Requirements

ISO/IEC 20000- 1 is an SMS standard. (International Organization for Standardization, 2018) It enshrines the requirements for the service providers to make plans, operations, monitoring, reviewing, maintaining, and improving an SMS. It is beneficial to:

- Organizations in need of services from providers and in need of assurance about the quality of devices rendered.
- An institution in need of consistent approaches by all the providers
- A service provider monitoring, measuring, and reviewing the SMS processes.

Guidance on Applying Service Management Systems ISO/IEC 20000 – 2

ISO/IEC 20000- 2 allows companies to accurately interpret ISO/IEC 20000-1, thus using it more efficiently. (AXELOS, 2019) The guidance outlines examples and suggestions for applications as well as the references to other parts of ISO/IEC 20000. It guides on the usage of the SMS in planning, designing, transitions, deliveries, and improvement of the SMS and service provision. The guide outlines the policies, goals, plans, SMS procedures, interfaces, documentation, and resources.

Guidance on the Scope Definitions and Applicability ISO/IEC 20000- 3

The ISO/IEC 20000- 3 is helpful to the service providers, consultants, and assessors. It guides on the scope, application, and demonstrate conformity to ISO/IEC 20000-1. It helps in planning service improvement and prepares for a conformity evaluation against ISO/IEC 20000 -1. It complements guidance on ISO/IEC 20000-2.

ISO/IEC 20000- 4: Process Reference Model

ISO/IEC 20000- 4 facilitates the development of assessment models by ISO/IEC 15504 principles. It defines the general SMS processes implied by ISO/IEC 20000- 1. It describes each process concerning the purposes and outcomes. Any firm can explain the procedures with extra elements to conform to particular environment and situations. The use and results in ISO/IEC 20000-4 are the least necessities to put up with in meeting the ISO/IEC 20000 requirements.

ISO/IEC 20000- 5: Exemplar Implementation Plan

It provides excellent guidance on implementing SMS to realise the requirements of ISO/IEC 20000-1. It advises service providers on the applicable order of planning, implementing, and improving an SMS. Activities stipulated in ISO/IEC 20000- 5 are implemented in three phases, with each built upon the success of the earlier one.

ISO/IEC 20000- 6: Requirements for Auditing and Certification of SMS

The plan lays down the requirements and gives guidance to certify organisations tasked with auditing and certification.

Principles and Model for Good Governance of IT

ISO/IEC 20000 presents the principles and models for appropriate governance of IT. The six policies outline the most appropriate behaviour in guiding decision making. These are:

Responsibility: individuals in a company should comprehend and admit their duties in supply and demand for IT.

Strategy: a company's business strategy should consider the present and future capabilities of IT.

Acquisition: IT acquisitions should be made with valid reasons and transparency to balance the benefits, openings, cost, and risk in a long and short term.

Performance: quality is essential in meeting the present and future business requirements.

Conformance: IT usage should comply with the legislation, regulations, policies, and practices as stipulated by the law.

Human behaviour: IT policies, practices, and choices should uphold respect for human beings encompassing the present and changing needs of 'people in the process'.

ISO/IEC 20000 states the importance of an organisation in having a model in governing IT. The models assist in evaluating the uses of IT, directing preparations and implementing policies to meet the firm's objectives. The model also monitors the conformance to strategies and deviations from the plans.

Getting the Context Right

ISO/IEC 20000 leads to secondary efficiency and enhances system effectiveness. Among the many benefits include:

Robust configuration between service delivery and support team of the customers through identifying general business specific dependencies.

It defines the culture of service possession in a better way than ISO/IEC 38500

Improves the clarity of the contribution of support members and their effects on improving customer satisfaction.

Gives a proactive plan, report, and reviewing policies across the customer base.

Guides on reducing multiple risks such as the statutory, regulatory, legal, etc.

Companies which have embraced the ISO/IEC 20000 reported positive outcomes in customer satisfaction. The customers' perception has positively cared. Some of them stated that the system was giving them hope for the future with the company, which made others renew their contract.

Conclusion

The standard is meant for information technology service providers. Its requirements include the design, transitions, delivery, and improvements on offering services in IT. It is useful to the individuals providing voice and data, cloud, and customer care services. The requirements for ISO/IEC 20000 are very accommodating. They aim at striking an equilibrium between the service providers and the clients. Well-coordinated implementation and integration of SMS provide control and room for growth, increasing effectiveness and efficiency. ISO/IEC 20000 is beneficial to businesses if implemented in the right way. One has to understand the culture first and handle it carefully because culture is an integral part of the IT. If objectives are clear, then ISO/IEC 20000 is a sharp bullet to work with in IT.

References

International Organization for Standardization. (2018). ISO/IEC 20000-1:2018 Information technology—Service management—Part 1: Service management system requirements.
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