

GLOBAL BEST PRACTICES

ISO/IEC 20000:2005 (Information Technology Service Management)

About ISO/IEC 20000

In May 2005, members of the ISO and the International Electro technical Commission (IEC) voted to make BS 15000 the basis for ISO 20000. This took the foundation of BS 15000 to the next level, as it set the stage for an International standard.

ISO 20000 is the latest industry standard used to benchmark an organization's capability in delivering IT Service Management. It works by applying set service levels to business process and assessing subsequent performance levels of customer service.

ISO 20000 will become a basic requirement for IT service providers and is fast becoming the most recognized symbol of quality regarding IT Service Management processes.

A clear departure from previous service management solutions:

ISO 20000 differs in that it is built around the ability to manage evolving service levels against the support of specific business processes and objectives.

A world wide standard, it is specifically aimed at IT Service Management and is built on the ITIL best practice methodology (IT Infrastructure Library).

The IT Infrastructure Library is a customizable framework of best practices that promote quality computing services in the IT sector.

A standard relevant to all organizations:

The ISO/IEC 20000 standard can apply to both large and small service providers, as the requirements for best practice service management processes are independent of the service provider's organization form and structure. It aims to enhance the quality of service delivered to their internal and external customers.

A Closer look at ISO2000: 2005

At the core of ISO 20000 is an integrated framework for delivering and managing IT services to the customer. The standard is based on the best practice foundation of the IT Infrastructure Library (ITIL). ISO 20000-1 introduces a service culture, providing ways of working that deliver services that meet defined business requirements and priorities in a manageable way. It also:

- ❖ Specifies a number of closely related service management processes
- ❖ Identifies that relationships that exist between these processes, and that these relationships will be dependent on their application within an organization
- ❖ Provides guideline objectives and controls to enable an organization to deliver managed services

The ultimate goal of ISO 20000 is to:

- ❖ Reduce operational exposure to risk
- ❖ Meet contractual requirements
- ❖ Demonstrate service quality

Structure of ISO:

The standard is divided into two distinctive parts

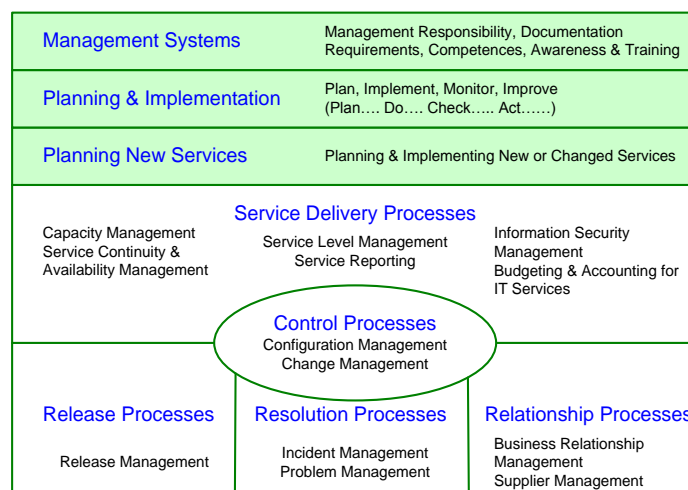
Part 1 provides the requirements for IT service management to gain certification

- ❖ This is relevant to those responsible for initiating, implementing or maintaining IT service management in their organization
- ❖ Senior Management is responsible and accountable for ensuring all requirements, if certification is sought

Part 2 provides Code of practice for Service Management

- ❖ Provides guidance to internal auditors and assists service providers planning service improvements or preparing for audits against ISO 20000

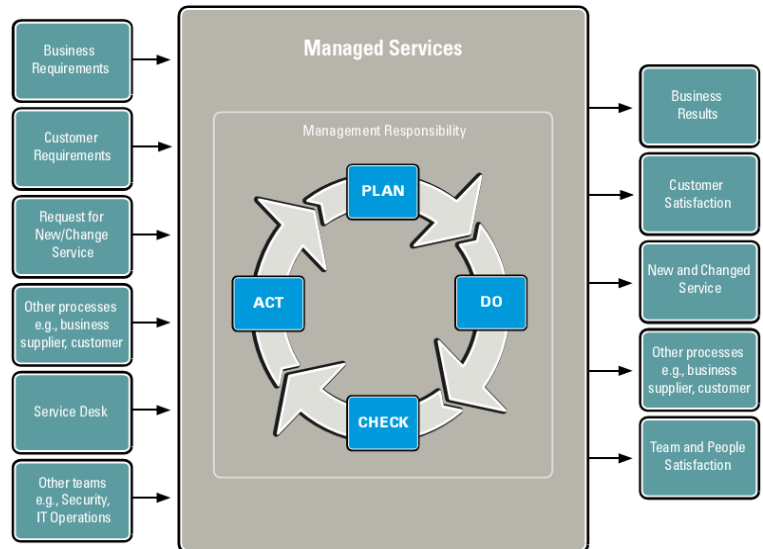
ISO 20000 process flow



Importance of continual Improvement:

It is important for all organizations to keep in mind that the key aspect of ISO 20000 is the validation of continual improvement in the quality of ITSM. The model of continual improvement is based on the concept of the Plan – Do – Check – Act model.

An important factor in pursuing continual improvement is to conduct regular “health checks” on the quality of ITSM. ISO 20000 provides a way to check how well an organization is doing in its quest to continually improve ITSM.



Commercial Reasons to be ISO 20000 accredited

So why exactly should an organization consider ISO 20000 accreditation?

Because of ISO 20000's international and industry recognition, organizations find that it delivers significant business benefits both within and outside the organization.

ISO 20000 benefits businesses that are going out to tender for their services:-

- ❖ It provides a consistent approach by all service providers in a supply chain
- ❖ ISO 20000 provides a benchmark for IT service management
- ❖ It also provides the basis for an independent assessment of organization procedures
- ❖ ISO 20000 demonstrates an organization’s ability to meet customer requirements to improve services

Overall benefits of ISO 20000:

Implementing the ISO 20000 standard can offer a wealth of benefits to your organization:

- ❖ Improved IT services
- ❖ Customer satisfaction
- ❖ Increased productivity
- ❖ Enhanced use of skills and experience
- ❖ Indirect improvement through third party services
- ❖ Reduced costs
- ❖ Demonstrate a quality approach to service delivery
- ❖ Improve staff morale
- ❖ Reduce staff turnover



ENERGIZED
Life in Quality Begins

The Company – Energized Corporate Consultant Inc. Sdn. Bhd.

Introduction

The Team

The one burning aspiration that binds this team together is to create and lead a Knowledge Services Organization that will touch the mind and souls of the people and organizations that they work with, creating unparalleled value. A testimony to the value they have created over the years for their customers lies in the fact that most of them recognize them to date and welcome them back into their organizations in their current capacities.

Our Strength

Our unique **Project Management methodology (L.E.A.P)** and **Change Management methodology (I.D.E.O.L.O.G.Y.)** gives companies the edge required for the successful roll-out of strategy to achieve their goals and objectives. Having identified the areas of improvement for an organization, we help companies realign their Business Processes to meet their strategic objectives and further if required re architect and plan their IT initiatives to meet the demands in the dynamic business environment. This is where a holistic view of people, process and technology makes the leap from ‘vision’ to deliverables & impacts. Quality is a way of life at ENERGIZED Inc. and a part of the corporate practice both internally and sold as a service to our customers.

Our Experience (Our Company and Our Consultants)

Viewpoint Research Corporation Sdn. Bhd.

Viewpoint Research is the latest (June 2009) and the 1st ISO20000 certified company endorsed and certified by SIRIM Malaysia. Viewpoint is the 4th company certified in Malaysia in total. Viewpoint appointed ENERGIZED as their ISO20000 Consultant to design, initiate and implement ITIL V3 best practices in conformance to ISO20000 in which the project was completed on time and within budget.



- Ministry Of Home Affairs - Brunei Darussalam**
- Ministry Of Defense – Brunei Darussalam**
- iPerintis Sdn. Bhd. (Petronas IT)**
- HeiTech Padu Berhad (HeiTech Managed Services)**
- Kompakar e-Retail Sdn. Bhd.**
- MESINIAGA Berhad**
- PROKHAS (Malaysia Ministry of Finance)**
- Extol Berhad**

Grants and Subsidies

Multimedia Development Corporation (MDeC) has launched their CDP ITSM Programme to fund MSC-Status companies to acquire trainings, consultancy and assessment services from professional consultancy organization to attain ISO 20000:2005 certification.

Malaysian Industrial Development Authority (MIDA) has also launched its Services Sector Capacity Development Fund (SSCDF) to help services sectors to increase their capability and reduce impact of liberization. Qualified companies can attain up to RM250,000 matching grant to pursue ISO 20000 certification.

Kindly contact us at 03-20.939.717 or email info_malaysia@energized-inc.com for more information.

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