



# ISO/IEC 20000

## IT Service Management Systems Certification

By implementing the ISO/IEC 20000 IT Service Management Systems (ITSMS) in your organization, you will establish a structured approach based on best practices. This will allow your organization to have continual improvement, focus on the implementation of suitable and effective processes for maintaining the organization's goals and targets, comprehend responsibilities and efficiently manage costs. Most importantly, the organization will significantly improve the productivity and reliability among its personnel, customer satisfaction, and the quality of provided IT services.

- ▶ **There are 2,778 ISO/IEC 20000 certifications issued worldwide;**
- ▶ **India being one of the top ten countries with 425 certifications issued in 2015;**
- ▶ **The top five industrial sectors for ISO/IEC 20000 certificates in 2015 are: Information Technology (735); Food products, beverages and tobacco (74); Electrical and optical equipment (55); other services (29); financial intermediation, real estate, rental (17).**



## **BENEFITS OF ISO/IEC 20000 CERTIFICATION**

- Establishes an on-going culture
- Decreases the number of incidents and enhances of incident management
- Globally recognized Certification
- Provides a framework to integrate people, processes and technology
- Helps to comprehend responsibilities better
- Enhances quality and efficiency
- Increases number of satisfied consumers
- Explains best practices for service management
- Increases awareness toward legislation
- Boosts financial savings by managing costs
- Improves organization reliability

## **ARE YOU PREPARED FOR ISO/IEC 20000 CERTIFICATION?**

As a certification body, PECB is also accredited to offer training courses to certify individuals who want to be involved in the process of IT from the initiation stages and to improve the quality of services provided. The following training courses will help you to manage, implement and prepare your company for the ISO/IEC 20000 audit and certification:

- ISO/IEC 20000 Introduction (1 day)
- ISO/IEC 20000 Foundation (2 days)
- ISO/IEC 20000 Lead Implementer (5 days)
- ISO/IEC 20000 Lead Auditor (5 days)