Using ISO/IEC 20000 without certification

Introduction to ISO/IEC 20000

ISO/IEC 20000-1 (Part 1) is an international standard for service management specifying requirements for an organization to deliver managed services of an acceptable quality for its customers using a service management system (SMS).

Using ISO/IEC 20000-1 without certification

Not all organizations want to gain a certificate of conformity. For some, it is enough to put in place a good management system to support effective and sustainable service management practices to ensure delivery of reliable high-quality services.

Many organizations reach for a service management framework such as ITIL®, VeriSM™, IT4IT™, SIAM®, Agile/DevOps, etc. These frameworks are guidance and, by their very nature, are lengthy. Often an organization can become overwhelmed and confused with the volume of guidance wondering where to start or what is essential. Other organizations have implemented service management practices already but want to make improvements in specific areas.

ISO/IEC 20000-1 states the requirements for service management in 20 pages. For each topic, there are a series of shall statements which can be as little as one or as many as 12 requirements. Compare this to the number of pages for just one process in ITIL or other frameworks!

These requirements from ISO/IEC 20000-1 can be used as a plan to focus the organization on the essentials for a service management implementation or improvement programme.

The requirements from ISO/IEC 20000-1 should be listed and further references made to the wider ISO/IEC 20000 series guidance and/or frameworks as relevant. If you are using ITIL, then ISO/IEC 20000-11 Guidance on the relationship between ISO/IEC 20000-1 and service management frameworks: ITIL, has excellent explanations about similarities and differences between ISO/IEC 20000-1 requirements and ITIL4 as well as 2-way mappings.

If the organization uses SIAM or Agile/DevOps, there are two new parts of the ISO/IEC 20000 series being developed which will provide guidance on the use of these with an SMS including mappings. Additionally, the ISO/IEC 20000 series has other guidance documents to help you to interpret and implement the requirements.

Internal audits can be used to check on the effectiveness of service management and identify any opportunities for improvement.

It can be seen from this that ISO/IEC 20000-1 is beneficial to organizations who do not need or want to be certified but want a clear industry accepted focus to identify the key requirements for service management to support their implementation or improvement programme.

Certification

If the organization is interested in gaining a certificate for conformity, all requirements must be met, independently assessed by a certification body and then a certificate will be issued which states that the organization is conformant to ISO/IEC 20000-1:2018.

Good luck with the use of ISO/IEC 20000-1.

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