BUSINESS ASSURANCE

WEBINAR: ISO 20000

Demonstrating Excellence in IT Service Management

8 May 2018

A global quality assurance and risk management company

OUR PURPOSE

TO SAFEGUARD LIFE, PROPERTY AND THE ENVIRONMENT

DNV·GL

Global reach – local competence

150+
years

100+
countries

100,000+
customers

12,500
employees

DNV GL :: Focused on your future

Tomorrow's successful companies will create value by meeting the world's **social, economic** and **environmental** needs.

We help you build **Sustainable Business Performance** through our global certification, verification, assessment and training services.

SUSTAINABLE VALUE and STAKEHOLDER TRUST

A Shared Ambition

- DNV GL:
  - Sustainability in everything we do. Partnering with our customers to build sustainable business performance and stakeholder trust, contributing to a safe and sustainable future.

- ISO:
  - Their vision is for the ISO standards to contribute to innovation and sustainable development

"In the longer term, we can expect sustainability to become a fundamental principle for ISO standards in just the same way as market relevance."

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Agenda

- Overview of ITG

- ISO 20000-1 Overview and Management System Lifecycle

- ISO 20000-1 Foundation, Key Clauses, and Requirements

- Best Practices & Lessons Learned

- Benefits for Certification

- Questions

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Integration Technologies Group, Inc. has provided public and private sector organizations worldwide with reliable, complete and timely Professional Services, IT Service Management, Consulting Services, Unified Communications, Application Development, Accessibility Solutions, and Technology Integration Services for more than 30 years.

Since its inception, ITG has provided consulting support and assisted numerous organizations in ISO implementations, concentrating on government and service providers.

ITG operates all programs using performance improvement guidance from ISO 9001:2015, ISO 20000-1:2011, ISO 27001:2013, and both CMMI-DEV and CMMI-SVC at Maturity Level 3.

Why Establish A Service Management System

In today's growing competitive markets, the establishment of a Service Management System is a key mechanism to supporting an organization's strategic goals and aligning them with an approach that establishes and delivers critical services to meet customer needs.

- Customer demands are likely to continue and increase in a digital environment, and service providers need to have the ability and capacity to meet the pace of demand.

- Expectations for businesses large and small to deliver services according to customer needs and expectations become more prevalent and technological advances change the landscape for domestic and global business

- Continued customer pressure for organizations to focus on standardization

Foundation for ISO 20000-1

ISO 20000-1 is a **Service Management System** standard that provides a framework for best practices, based on the principles of Information Technology Infrastructure Library (ITIL) and ISO 9001 requirements. Key focus areas include defining:

Service Strategy
- Strategic analysis, planning, positioning

Service Design
- Translates plans to design and specifications

Service Transition
- Ensures design will deliver and can be operated

Service Delivery
- Management of a service system throughout production lifecycle

Continual Service Improvement
- Measures performance for maximum benefit

*ITIL is the most widely adopted approach for IT Service Management in the world. It provides a framework for identifying, planning, delivering and supporting IT services to the business. ISO 20000-1:2011 is a **Service Management** System standard.*
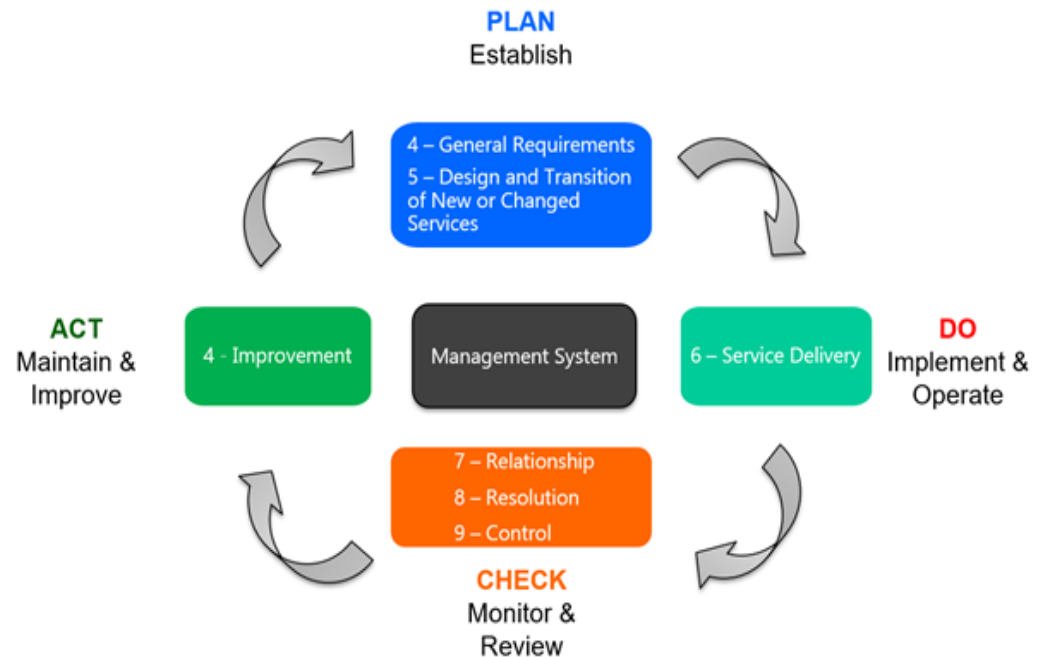
Service Management System Framework

Clause 1: Scope	Clause 2: Application	Clause 3: Normative Reference
Clause 4: General Requirements	Clause 5: Design & Transition of New or Changed Services	Clause 6: Service Delivery
Clause 7: Relationship	Clause 8: Resolution	Clause 9: Control
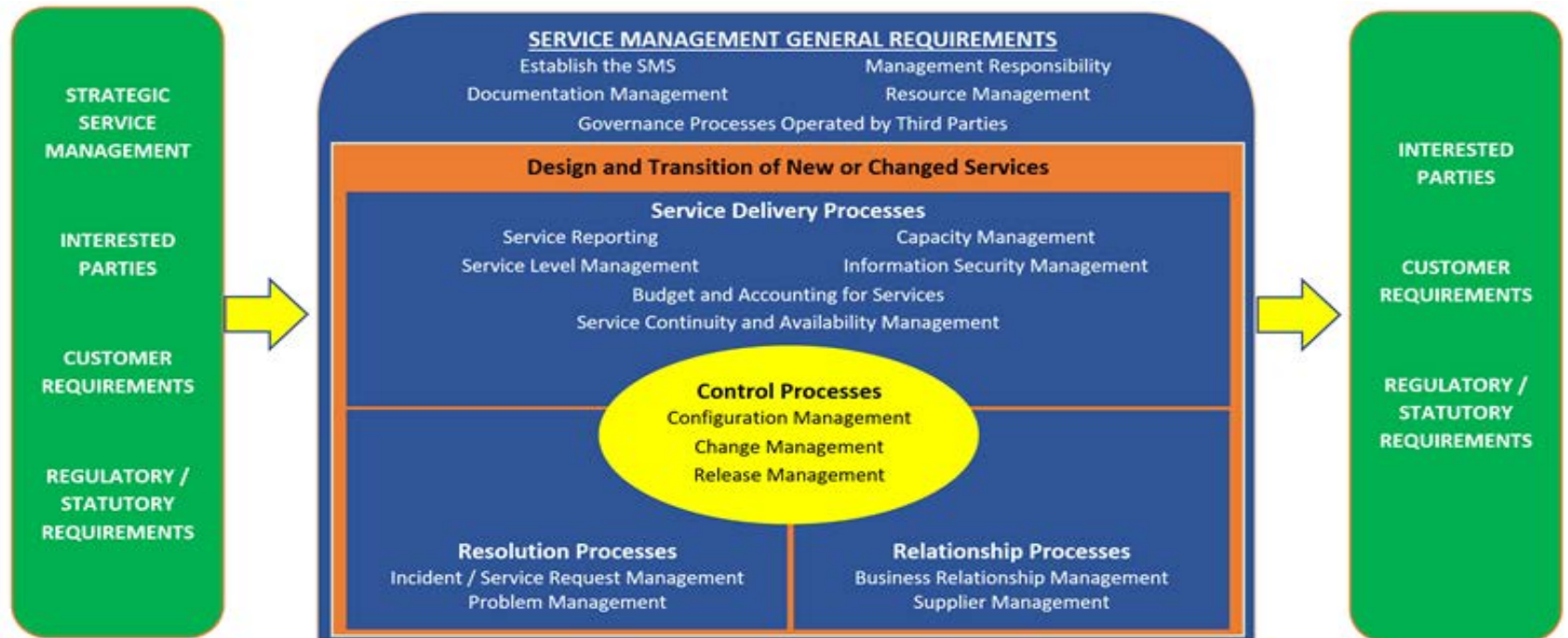
Management System Lifecycle

The Service Management System is a proven framework for managing and continually improving an organization's ability to provide quality and performance-driven services to its customers. The ISO 20000-1:2011 Service Management System follows the **P**lan, **D**o, **C**heck, **A**ct continual improvement lifecycle.

Service Management System Lifecyle

Establish the Service Management System

Objective: Align with strategic direction of the organization and demonstrate leadership commitment:

- Determine the strategy for service delivery
- Commitment to the success of the Service Management System
- Establishment of Service Management System objectives and policy
- Creation and approval of Service Management Plan
- Define roles and responsibility for management of the system
- Provide necessary infrastructure, resources, and tools to deliver services
- Communicate awareness of best practices and importance of staff engagement
- Commitment to improvement of the system and services delivered to customers

Governance and Audit

Objective: The organization shall demonstrate governance of all activities related to service delivery and ensure internal audits are performed for verification and validation of Service Management System requirements.

- Identify, manage, and monitor processes which are performed by external parties to deliver services

- Establishment of a formal Supplier Management Process and approach for oversight of external service delivery processes

- Establishment of an internal audit program and plan

Design and Transition of New and Changed Services

Objective: Establish a formalized approach for the introduction of new services and management of major changes or current services provided to customers.

The goal for the establishment of design and transition of new or changed services practice is to:

- Maximize the customer experience of newly introduced services to customers

- Minimize interruption of service to customers during introduction of new services, major transition and changes to services, including the retiring of services

Service Delivery Processes

Capacity Management

Requirements	Driver	Expected Outcome
Sufficient capacity to meet current and future needs and establish: • Capacity Management Process (Business, Component, Service) • Capacity Management Plan • Capacity Audit Form	Service Continuity	Ability to determine current and future needs, impact of change, predictive analysis, and cost.

Service Continuity and Availability

Requirements	Driver	Expected Outcome
Determine continuity and availability of services and services levels to be provided to customers through the establishment of: • Continuity of Operations Plan (COOP) • COOP Testing Schedule	Service Level Agreements, Risk Assessments, and Contingency plans	Ensure continuity and availability of services and services levels can be maintained and provide to agreed service levels. Monitoring of continuity and availability service levels and updated based on changes, re-tested when changed, monitored and measured.

Information Security

Requirements	Driver	Expected Outcome
Management of risks and information security through the establishment of: • Security policies and controls • Approach for performing risk assessment • Methodology for management of risks	Agreements and Risk assessment	Minimize the threat and impact of identified risks to IT services, critical data and information.

Service Delivery Processes

Service Level Management

Requirements	Driver	Expected Outcome
Define, agree, record manage levels of services through establishing: • Service Strategy • Service Catalog • Service Level Agreements, Conditions, and Constraints	Service Agreements and Customer Requirements	Continually monitor ability to meet agreed service levels. Make corrections and improvements based on analysis and evaluation of performance, and manage changes through formal change management. Governance for internal parties or customers

Service Reporting

Requirements	Driver	Expected Outcome
Monitor and report on service level agreements to assess performance and identify any necessary changes to fulfill service requirements: • Service Reporting Procedure • Service Review Schedule • Service Report Template	Service Level Agreements, Contracts, Customer Requirements	Performance, compliance, workload characteristics, performance following request, incidents, trends, and customer satisfaction.

Budgeting and Accounting

Requirements	Driver	Expected Outcome
Budget and account for costs through the establishment of: • Forecasted Budgets • Method for Tracking Costs • Reports on Spend (Planned vs Actual)	Cost Estimates, Contracts, Internal Requirements, Resource Capacity	Effective control and authorization to ensure costs are planned appropriately and allocated accurately.

Relationship Processes

Business Relationship Management

Requirements	Driver	Expected Outcome
Maintain a good relationship between provider and customer and establish: • Service Complaint Process • Customer Satisfaction Process • Meeting Minutes	Customer Satisfaction and Opportunities	Effective management of service and customer complaints, documented meetings, updates to service delivery, updates to service requirements, ownership of relationship defined.

Supplier Management

Requirements	Driver	Expected Outcome
Manage supplier for seamless delivery and establish: • Supplier Evaluation Procedure • Formal approach for Supplier Evaluation • Contractual Dispute Procedure • Internal Service Agreement; when applicable	Service Provision and Management	Defined Service Level Agreements (external) and Operation Level Agreements (internal), ownership of relationship, defined interfaces, resolution process, monitoring and review. Governance of suppliers providing any key processes.

Resolution Processes

Incident and Service Request Management

Requirements	Driver	Expected Outcome
Restore service as soon as possible, or respond to service requests and establish: • Incident & Service Request Management Procedure • Define Major Service Incidents Process	Contract Agreements and Customer Expectations	Define, prioritize, classify, escalate and track, access to known errors (CMDB), involve customer.

Problem Management

Requirements	Driver	Expected Outcome
Proactive analysis for the cause of reoccurring incidents, managing problems to closure, and establish: • Problem Management Procedure • Known Error Database	Incident Management and Service Delivery	Define, prioritize, classify, escalate, track and prevent problems, establishment of workarounds, management and management of known errors

Control Processes

Configuration Management

Requirements	Driver	Expected Outcome
Define and control components of service and establish: • Configuration Management Procedure • Configuration Management Database • CMDB Audit Work Instruction • CMDB Audit Schedule	Infrastructure and resources for service delivery	A configuration item is an element that needs to be controlled in order to deliver a service or services. Integrated approach to change and configuration management, define interfaces to financial planning, define configuration items, relationships, instructions, incorporate all ancillary needs.

Change Management

Requirements	Driver	Expected Outcome
Ensure changes are assessed, approved, implemented and reviewed and establish: • Change Management Policy • Change Management Procedure • Request for Change Process • Emergency Change Procedure	All areas of service delivery	Changes are defined with a scope of impact, remediation process, review for success, trend analysis and improvement.

Release Management

Requirements	Driver	Expected Outcome
Deliver, distribute and track changes to the live environment and establish: • Release & Deployment Policy • Release Management Procedure • Emergency Release Procedure	Service continuity, availability, and service provision	Policy on frequency and type of changes, roll out plans with agreement, review of change requests, controlled acceptance test environment, maintain integrity of environment with measurement of success and failure.

Best Practices - Recap

- Understanding your strategy for service delivery and the alignment to the organization's strategic mission

- Identify and define services and understand the service components that impact each service line, including infrastructure, resources and capabilities

- Selection of request and incident management application – service communication and management of work

- Establishing levels of change authority and levels of management for Configuration Items

- Continuity plans for varying levels of service interruption (minor to critical emergency)

- Factual metrics based on real data; which facilitate business decisions, such as the capacity and availability of resources, performance, and improvement

- A defined strategy for risk management to identify and mitigate potential incidences

Lessons Learned

- Begin with an assessment of an organization's current capabilities and practices to determine strengths, areas of required needs and improvement

- Understand the impact of service application and support needs for the delivery of service including infrastructure, resources, and capability

- Start small – select pilot services / due diligence and strategic planning at the beginning of implementation is vital to the success of the operation of the service management system

- Effective planning, including realistic schedules, defines the organizations' infrastructure needs and capabilities and realistic resource requirements.

- Don't wait until certification is mandatory, plan for an implementation timeline to reduce stress on your organization and allow for natural integration of service management best practices within your companies culture and work environment

Benefits for Certification

Global Recognition

ISO standards are well known within various global market. Many commercial and government entities rely on ISO standards to define best practices for organizations to adopt as part of their business practices in various industries.

Perception of an Organization

Certification to ISO 20000-1:2011 communicates to customer, partners, and competitors that your organization has implemented a formalized Service Management System to support the delivery of service to your customers, and his third-party verified by an ISO registrar to continually ensure the management system is maintained on a continuous basis.

Opportunities

Acquiring and maintaining "active" certification can potentially improve an organization's ability to obtain new business and prevent the loss of current business in a very competitive market and can be avenue to distinguish your organization from competitors.

Questions & Answers

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