



ISO 20000-1:2018 CERTIFICATION PROFILE

**IT Service Management System
(ITSMS)**

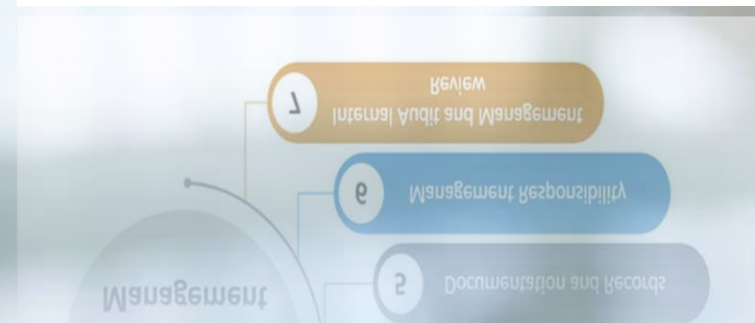
ABOUT ISO 20000-1:2018



- **ISO 20000-1:2018 is an international standard for IT Service Management (ITSM).**
- **Specifies requirements for establishing, implementing, maintaining, and continually improving a Service Management System (SMS).**
- **Ensures consistent, effective, and reliable delivery of IT services.**
- **Applicable to all organizations providing IT services, regardless of size or sector.**

KEY BENEFITS OF ISO 20000-1:2018 CERTIFICATION

- Improved IT service reliability and efficiency.
- Enhanced customer satisfaction and trust.
- Better alignment between IT services and business objectives.
- Reduced operational risks and service disruptions.
- Competitive advantage and global recognition.



ISO 20000-1:2018 CERTIFICATION PROCESS



- 1. Gap Analysis & Documentation.**
- 2. Implementation of ITSMS.**
- 3. Internal Audit & Management Review.**
- 4. Certification Audit (Stage 1 & Stage 2).**
- 5. Certification Issuance.**
- 6. Surveillance Audits & Continual Improvement.**

MANDATORY DOCUMENTATION

- **Service Management Policy.**
- **Scope of ITSMS.**
- **Risk Assessment and Treatment.**
- **Service Management Plan.**
- **Incident and Problem Management Records.**
- **Internal Audit Reports.**
- **Management Review Records.**



CONCLUSION & CONTACT

- Achieving ISO 20000-1:2018 Certification demonstrates your organization's commitment to delivering high-quality IT services.
- For assistance and certification services:
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