

# ISO 20000 - IT service management

Information technology service management certification



It is increasingly important for organizations to certify that the IT services they provide or receive from a third party comply with internationally recognized good practices.

## What is ISO 20000?

ISO 20000 standard covers the management of IT services, allowing an organization to focus its information technology services on the needs of internal or external clients, to ensure quality service and efficiency.

This standard is based on a set of internationally recognized concepts and practices for information technology services (ITIL) management. The basic and fundamental reason for adopting this standard is to provide the highest quality service, either to the organization itself or to its external clients.

The ISO 20000 certification helps ensure that IT services comply with a set of minimum requirements, focused on the organizations' business, while also providing external recognition by an independent third party.

## Benefits of ISO 20000 Certification

- Protect the image and manage IT service risks regarding third parties
- Improve the management of the IT services within the organization itself



- Speed up response times in the event of an incident and improve the results and operation of technological applications
- Prove there are adequate procedures and controls in place to provide consistent, cost effective and quality IT service

## Why with Applus+ Certification?

Applus+ Certification is an independent and renowned entity that aims to help organizations achieve their commitment to continuous improvement. We analyze the clients' needs so that our auditors, who are specialists in each field, perform a service that provides the maximum value evaluating your organization's compliance.

Our teams develop specific certification plans according to our clients' structure, processes and activities. Our international presence, extensive product portfolio, and accreditations allow us to offer global and expert service, tailored to your organization's needs.