

ISO 20000 Gap Analysis

360° Assessment of your IT Service Management

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strategy »» optimized

Overview

The ISO 20000 has been in existence since the end of 2005, as a worldwide standard for IT service management (ITSM).

This defines the basic requirements against which an effective IT service management can be measured. In addition, the ISO 20000 specifies and describes the essential generic processes that an organisation must establish to be able to provide and manage IT services at a defined quality.

The ISO 20000 represents the only official standard for possible certification. Certification according to ITIL is not possible, as ITIL only represents a best practice approach.

ITIL best practice voices recommendations to ITSM.
ISO 20000 defines requirements to ITSM.



Objectives

Ensuring stable and economic IT operations

Our solution

- » The ISO 20000 Gap Analysis identifies inefficiencies in IT Service Management as underlying IT processes are measured against a defined standard
- » The basis of the analysis is a standardised criteria catalogue
- » By determining the level of maturity of the process in ITSM, critical success factors and improvement potential are pointed out

The ISO 20000 Gap Analysis takes place with the help of standardised processes and can be extended, on request, by individual components / demands.

Procedure

The analysis is split in 3 phases:

- 1) Conception: on the basis of features unique to your organisation, we will structure the ISO 20000 Gap Analysis and involve your employees.
- 2) Implementation: with the help of a structured catalogue of criteria and our IT expertise, we will examine the processes of your IT service management
- 3) Analysis and Evaluation: we identify the strengths and weaknesses of your IT service management. On this basis we define and prioritise a plan of action

How you will benefit

- » Positioning and benchmarking on the basis of ISO 20000
- » The ISO 20000 Gap Analysis is a basis for the certification
- » Transparency in IT service management
- » Basis for improved organisational and process maturity
- » Basis for concrete and prioritised process improvements

Contact

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