

ISO/IEC 20000-1 STANDARD

OUR CERTIFICATION PROCESS

Application Submission & Review:

- Submit your application to help us understand your requirements.

Stage 1 Audit (Document Review):

- Our auditors evaluate your organization's documentation, policies, and processes against the requirements of the standard

Stage 2 Certification Audit:

- Our auditors verify the implementation and effectiveness of your management system against the requirements of the standard.

Corrective Actions (if necessary):

- If any non-conformities are identified during the audits, you'll have the opportunity to address them.

Certificate Release:

- IAS grants ISO Certification post successful audit.

ABOUT THE ISO/IEC 20000-1 STANDARD

ISO/IEC 20000-1 is an internationally recognized standard for **IT Service Management Systems (ITSMS)**. It provides a structured framework for delivering effective IT services and ensuring customer satisfaction. ISO/IEC 20000-1 focuses on key principles:



**SERVICE DELIVERY AND
MANAGEMENT**



RELATIONSHIP MANAGEMENT



**PLANNING AND
IMPLEMENTING SERVICE
MANAGEMENT**



CONTINUAL IMPROVEMENT



**PERFORMANCE MEASUREMENT
AND MONITORING**

Elevate your IT **service quality** with ISO/IEC 20000-1, ensuring efficient IT service delivery, customer satisfaction, and adherence to industry best practices.



IAS

INTEGRATED
ASSESSMENT
SERVICES

ISO/IEC 20000-1 CERTIFICATION

IT SERVICE
MANAGEMENT SYSTEM



WHY CHOOSE IAS?



Our skilled auditors have over 15 years of industry experience to provide valuable insights during the certification process.



We tailor our services to meet your specific needs, ensuring a seamless certification journey.



We are with you beyond certification, assisting with maintenance and updates as your business evolves.



Our certification services are internationally recognized, giving you a competitive edge.



BENEFITS OF ISO/IEC 20000-1 CERTIFICATION

- Elevated customer satisfaction through improved IT service quality
- Enhanced operational efficiency and streamlined IT processes
- Informed decision-making based on data-driven insights
- Strengthened internal collaboration among IT teams
- Compliance with IT service management regulations and standards
- Opportunities for business growth and expansion through enhanced IT service capabilities

CONTACT US



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Unlock Success with **Integrated Assessment Services**:
Your Path to Certified Excellence!