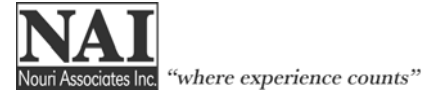




**Nouri Associates' ISO/IEC 20000 consulting practice provides a rapid assessment of the current state of your ITSM processes, policies, and current capabilities to achieve certification & your key business objectives.**



**What is ISO/IEC 20000?**

ISO/IEC 20000 (ISO 20K) is the world's first Service Management process standard which is internationally recognized through the ISO certification scheme. The standard promotes the adoption of an integrated process approach to effectively deliver managed services to meet business and customer requirements.

ISO/IEC 20000 is the first formal international standard specifically related to IT service management. Published on 15 December 2005, it is based on the established BS15000, which is, in turn, based on the Information Technology Infrastructure Library (ITIL) framework. Thus, any organization familiar with ITIL will feel comfortable interpreting ISO/IEC 20000 and BS 15000.

With the arrival of ISO/IEC 20000, the level of interest in certification of IT service management (ITSM) capabilities by external services providers is expected to grow. Gartner believes that by 2008, "ITIL compliance" will be a buying criteria in 75 percent of relevant IT sourcing decisions (0.8 probability), and by year-end 2008, at least 60% of relevant public-sector and at least 30%

of relevant private-sector sourcing deals in mature information and communication technology (ICT) economies will demand ISO/IEC 20000 certification in their RFPs (0.6 probability).

**ISO 20000 Key Highlights**

- Management system standard
- Service management specific
  - o Plan-Do-Check-Act processes
  - o Management responsibilities (including staff management)
  - o 13 service management processes
- ISO 20000-1:2002 is a Specification
  - o Defines what is required
  - o Basis of independent third party audits
- ISO 20000-2:2002 is a Code of Practice
  - o Explains the Part-1 requirements
  - o Is not part of the requirements

ISO 20000-1:2002 specifies five key Service Management process domains:

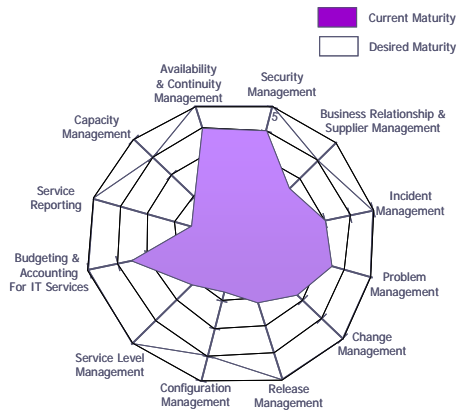
- o *Service Delivery Processes*: including Service Level Management, Availability Management and Capacity Management
- o *Relationship Processes*: including the interface between the service provider and both customers and suppliers.
- o *Resolution Processes*: focused on incidents in the environment and root cause identification and removal.
- o *Control Processes*: including Change and Configuration Management.
- o *Release Process*: processes involved with rollout of new or changed hardware and software.

**NAI Practice Brief:**

**ISO 20000 Assessments**

- **Facilitated Service Management Assessment (2 Weeks)**
- **ISO/IEC 20000 Readiness Assessment (4 Weeks)**
- **Comprehensive Service Management Assessments (6-10 Weeks)**

## Process Maturity Assessment



## Technology Support Maturity Assessment



### What does NAI Offer?

NAI provides a number of key offerings related to implementation of ISO 20K:

- **Awareness & Scoping** – NAI will design and deliver a custom awareness and training program and define the scope and eligibility for certification.
  - Deliverable: Internal briefings and recommendations for achieving ISO 20000 certification.
- **Facilitated Assessment** – A short engagement with one of our expert consultants facilitating a 1 – 2 days workshop and answering questions to help with your self-assessment of adherence to the standard.
  - Deliverable: A short report providing feedback on the self-Assessment process.
- **Readiness Assessment** – A four week engagement for one of our expert consultants to conduct an assessment of your service management capabilities against the standard using documentation review, interviews and evidence.
  - Deliverable: An assessment report including recommendation for closing any critical gaps.
- **Comprehensive Assessment** – A rigorous and multi-dimensional evaluation of existing processes, policies, culture and technology support against best practices and the standard.
  - Deliverable: A detailed report and action plan for achieving ISO 20K certification and business objectives.

### Benefits

- Enforce 'best practice' process compliance
- Helps you operate more effectively
- Standard is aligned with ITIL®
- Enables auditing of quality
- Proves you are deploying best practice
- More effective management of suppliers
- Helps you demonstrate Service reliability and consistency
- Enable you to reduce risk, cost and time to market for new products and services
- Helps you become more competitive.

### Why Partner With Nouri Associates?

- **Trusted Advisors** – Our clients consider us to be trusted advisors. We are known for integrity, trust and reliability.
- **Experienced and Skilled Staff** – Our consultants have an average of 18+ years of IT industry and consulting experience in IT Operations and Service Management disciplines and possess ITIL and ISO 20000 certification.
- **Formal Change Management** – We use Organizational Development experts and formal change management methods on our service transformation programs.
- **Independence** – We provide truly unbiased and independent advice. We are not compromised by any technology vendor alliances. We represent YOU.
- **High Quality** – The quality of our work and consultants are the main reasons why our clients choose to bring us back repeatedly.
- **Better Value** – Our low-overhead business model allows us to deliver superior and unparalleled service and expertise at highly competitive rates.

**For more information  
please contact Nouri Associates  
(www.nourassociates.com)  
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or via email at  
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“where experience counts”