

BRIT CERTIFICATIONS AND ASSESSMENTS (UK) (BCAA)



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British Certifications and Assessments

London, UK

www.bcaa.org.uk

enquiry@bcaa.org.uk

Commitment

Quality

Delivery

BRIT CERTIFICATIONS AND ASSESSMENTS (UK) (BCAA)

Brit Certifications and Assessments, is the certification body registered in the UK. With more than 25 years experience in performing assessments and certifications, we are the pioneers in auditing against the standard and certifying the customer. We are now serving world wide.

Our global fleet of auditors are with their rich experience is all ready to assess your management system and to report non conformities.

Commitment

Quality

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**BRIT CERTIFICATIONS AND ASSESSMENTS (UK)
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Management Systems



Commitment

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ISO20000 - Service Management System

ISO/IEC 20000, the international standard for service management, is the first formal worldwide standard, specifically aimed at Information Technology Service Management industries. ISO/IEC 20000 is likely to become a basic business requirement, in the same way as ISO 9001.

A principal constraint of ISO 20000-1:2018 when implementing or assessing the conformance of an IT Service Management System (ITSMS) is the number of mandated processes; these are often worded such that they require auditor interpretation and agreement with the auditee.

The standard for IT service management system is designed by ISO for proving that an organization has implemented best practices and is using them consistently across the organization.

ISO 20000, which has two main parts both with the general title Information technology - Service management, enables IT service providers to identify how to enhance the quality of service they deliver to their customers, both internally and externally. Part 1 of the ISO/IEC 20000 standard lays out a specification for a service management system (SMS), while Part 2 provides guidance on SMS implementation.

ISO/IEC 20000 helps organizations benchmark how they deliver managed services, measure service levels and assess their performance.

Benefits of ISO 20000 System

The idea is that systems from diverse parties are more likely to fit together if they follow a common guideline. Management can be assured of the quality of a system, business unit, or other entity, if a recognized framework or approach is followed.

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By implementing information service management system as per ISO 20000-1:2018 standard, any IT organization can achieve following benefits from the system with continuous improvements:

- **Compliance with, or certification against, and international standard is often used by management to demonstrate due diligence.**
- **Enhances customer satisfaction / reduces dissatisfaction.**
- **Increases level of assurance in organizational Quality.**
- **Increases profitability of the company.**
- **Enhances organisational credibility and reputation.**
- **Gives the ability to reduce the customer and third party audit.**
- **Can help identify process improvements and reduced customer complaints.**
- **Provides evidence of due diligence and reduces the likelihood of product recall and adverse publicity.**
- **Improves internal and external communications.**
- **Improves your organization's image.**
- **ISO 20000 can assist your organization in benchmarking its IT service management.**