

Information Communication Technology Service Management

Manage your ICT Service Risks
& Increase Confidence in your Management System



Information Communication Technology (ICT) Service providers such as in house IT departments and IT outsourcing organisations need to both manage their ICT related risks and deliver a high level of quality service to their internal and external client base. A business management system which integrates the ICT service management standard will enable organisations to identify their core services, manage their risks to an acceptable level and additionally offer assurance that they are a secure and valuable service partner.

<p>Is the standard applicable to your business?</p>	<p>The standard for ICT Service Management, ISO 20000 (AS 8018/BS I5000) allows organisations to deliver managed services of an acceptable quality to its customers. It is recommended to be implemented by organisations that:</p> <ul style="list-style-type: none"> • Are going out to tender for their services, as certification is often a point of differentiation • Require a consistent approach by all service providers in a supply chain • Wish to benchmark their IT Service Management • Need to demonstrate the ability to provide services that meet customer requirements • Aim to improve the delivery of their service through the effective application of processes to monitor and improve their service quality.
<p>The Service Management Process</p>	<p>The standard specifies a number of closely related service management processes, which are shown in the diagram below.</p> <div data-bbox="427 1223 1525 1709" data-label="Diagram"> </div>
<p>The benefits of certification with SAI Global</p>	<p>Through its range of training and certification products, SAI Global can provide independent assurance to your stakeholders that you are effectively managing your risks and can provide a sustainable service offering. Specifically certification to the ISO 20000 standard provides assurance:</p> <ul style="list-style-type: none"> • To internal management that operational risks are managed for services provided to clients • That business continuity and disaster recovery measures are in place to protect the organisation from a wide range of information technology threats • To business partners that their services will be provided in accordance with appropriate policies, procedures and agreed service levels • To both internal and external stakeholders that the organisation has adopted best practice service management principles.

Maximising the benefits of certification with SAI Global

SAI Global is a market leader in business management system certification. Our renowned certification trademark the red 'five-tick' StandardsMark is one of the most recognised symbols of effective management.

Our annual investment of over one million dollars in protecting, enhancing and communicating our brand and these values directly enhances the reputation of our clients in the eyes of their stakeholders.

Certification through SAI Global offers instant recognition – and a whole lot more.

- **Our extensive experience:** SAI Global have issued over 20,000 certificates, demonstrating that clients entrust us with their certification services worldwide.
- **Integrated corporate solutions:** our clients gain instant access to our extensive range of services that we can deliver. An integrated solution is available through our specialised training and education division that will help optimise the benefits that business management systems can offer. Furthermore, we distribute ISO Standards and offer access to StandardsWatch™, our free email notification service of latest updates to standards – email sales@sai-global.com for more information.
- **The widest choice of specialist auditors:** when it comes to assessing your business for certification, SAI Global will ensure that the auditor who assesses your management system for certification is experienced in your industry.
- **International presence to meet global certification and export needs:** as you would expect from a world leading certification expert, SAI Global operates throughout the world. Our clients operate in all major international markets and we are well positioned to provide them with a global risk management solution.



The certification process with SAI Global:

Identify your business objectives and associated risks

- What are the critical areas of your business?
- Which areas would pose the biggest threat to your core product or service if it was affected?
- Are there processes in place to provide business continuity in the event of some unforeseen occurrence?

Select the appropriate management system to mitigate your risk

- Choose a management system based on proven continual improvement processes
- Information Security Management System
 - ICT (Information and Communication Technology) Service Management System
 - Quality Management System
 - Others – see www.sai-global.com

Planning and awareness meeting

- SAI Global will present the pathway to certification and ensure mutual expectations are understood.

Raise awareness and understanding

- SAI Global training will provide you with the necessary knowledge to implement and operate an effective management system fit for your business purposes

Apply to SAI Global for certification

- SAI Global will provide a detailed quotation for certification services including a scoping workshop, GAP Analysis, pre-certification audit, certification audit and periodic assessments
- You will be assigned a client manager who will help you on your path to certification

Scoping workshop

- SAI Global will endorse the chosen scope for certification and identify risk areas to be addressed from a certification perspective

GAP Analysis

- SAI Global will evaluate your system documentation and implementation, and
- Identify gaps in the design of the management system

Certification Audit

- SAI Global will conduct a documentation review of your established management system and will evaluate your current work practices against those requirements and the relevant standards

Periodic Assessment

- SAI Global will ensure ongoing conformity of your management system

For more information, [please submit](#) your details and we will contact you shortly to discuss your options

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