



IT SERVICE MANAGEMENT SYSTEM CERTIFICATION ACCORDING TO



BACKGROUND

Why certify?

Within the context of ongoing and increasing integration of services and communication systems, IT Service Management has achieved an entrepreneurial importance. An IT Service Management System developed in accordance with ISO/IEC 20000-1 thus offers a recognised basis for customer-oriented and effective structuring of the processes, as well as a guaranteed authorisation of the associated services.

AIMS

What are the intended aims?

The certification of IT Service Management Systems affects:

- the implementation of the Best Practice ITIL* approach with a world-wide recognition,
- the development of trust with customers, partners, public organisations as well as credit providers and shareholders,
- the implementation and continual development of a management system to ensure tailored and reliable IT Business Services,
- the effective monitoring and continual improvement of all the services offered by IT Service Management,
- support in demonstration of legal and contractual conformity,
- the implementation of all-embracing methods.

TARGET GROUPS

Who are the intended target groups?

- All enterprises and organisations,
- which provide internal or external IT services,
 - with business activities depending on IT systems,
 - that are systemising their IT Service Management and wish to prepare for the future.

* ITIL (IT Infrastructure Library)

PROCEDURE

What does it involve?

It involves the introduction of IT Service Management into the management and organisation system of enterprises and organisations on the basis of recognised principles. In addition, IT Service Management policy, including all guidelines and concept documents, is implemented in practice by all participants through systematic process management.

QUALITY CRITERIA

What are the requirements?

Among requirements to achieve conformity with standard ISO/IEC 20000-1, the following are to be fulfilled:

- introduction, maintenance and continual development of a documented IT Service Management System,
- determination and implementation of suitable guidelines (e.g. IT Service Management policy), targets and measures.

CERTIFICATE/RECOGNITION

ISO/IEC 20000-1 certificates

- can only be awarded through accredited and authorised certification bodies as well as through itSMF (IT Service Management Forum),
- are internationally recognised,
- are valid for 3 years, whereupon – in line with continual development – re-certification is effected. Annual checks are also carried out during the period of validity.

PROFILE

Who is SQS?

SQS is your competent contact partner for the certification of information security.

The Swiss Association for Quality and Management Systems:

- is an independent non-profit organisation,
- is accredited as a certification body by the SAS (Swiss Accreditation Service),
- among other standards, certifies quality management systems in accordance with ISO 9001, environmental management systems in accordance with ISO 14001, information security systems in accordance with ISO/IEC 27001,
- is an itSMF Registered Certification Body (RCB),
- provides auditors trained in methods and with industry branch experience.

INFORMATION/REGISTRATION

I'd like to know more!

Further information on the introduction and certification of information security is freely available at our head office in Zollikofen. Of course, our auditors are also available to help you with technical questions.

Please contact us at:

SQS, Bernstrasse 103, CH-3052 Zollikofen

Telephone +41 31 910 35 35, Fax +41 31 910 35 45

headoffice@sqs.ch

www.sqs.ch

