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## **ISO 20000 Standard: A Summary**

### **What is it?**

ISO/IEC 20000 is the international standard for IT Service Management (ITSM). It provides a framework for organizations to design, implement, deliver and improve their IT services.

### **Who is responsible?**

The International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC) jointly developed the standard.

### **What's the use?**

Ensures IT services are aligned with business needs and best practices.

Improves service delivery and quality.

Helps organizations benchmark and measure service levels.

Demonstrates commitment to quality through certification.

It is most used by IT service providers, including internal IT departments and external service providers, to demonstrate their ability to deliver high-quality IT services.

### **ITIL Connection**

ISO 20000 is based on the principles of ITIL, a popular ITSM framework. While ITIL offers a practical approach, ISO 20000 sets the specific requirements for an ITSM system.

Organizations can use ITIL to implement processes that meet ISO 20000 standards for certification.

### **Interesting tidbits**

ISO 20000 is flexible and can be adapted to any organization size or industry.

Certification is not mandatory but demonstrates adherence to best practices.

Other frameworks like Microsoft Operations Framework (MSOF) can also be used alongside ISO 20000.

This summary provides a basic understanding of the ISO 20000 standard. Further exploration can delve deeper into specific details and benefits for your organization.