CCQM

**Con Cert
Quality Management**

When Quality Matters

ISO/IEC 20000 INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEM CERTIFICATION

BUILD AN ORGANIZATIONAL IT SERVICE FRAMEWORK TO MEET YOUR BUSINESS NEEDS WITH THE ISO/IEC 20000 CERTIFICATION

The ISO/IEC 20000 IT Service Management System (SMS) standard specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. Most importantly, ISO/IEC 20000 certification validates that your company can continuously improve the delivery and quality of your IT services

Obtaining the ISO/IEC 20000 certification will enable your company to have reliable, effective, consistent and continually improved IT services.

www.ccqm.ch

BENEFITS OF ISO/IEC 20000 CERTIFICATION TO YOUR ORGANIZATION:
- Globally recognized Certification (ISO/IEC 20000)
- Decrease in number of incidents and enhancement of incident management
- Better-quality, increased customer satisfaction (more professional service delivery)
- Better comprehension of responsibilities and business targets
- Ability to manage and protect the organization, assets, stakeholders and management
- Improving organization reliability
- Improvement of response times with minimal disruptions to IT service
- Attaining financial savings by efficiently managing costs
- Continual improvement ensured
- Boosting awareness towards legislative and regulatory acquiescence

BENEFITS OF ISO/IEC 20000 CERTIFICATION TO YOUR CUSTOMERS:
- Improved quality and service
- IT service delivery on time
- Less IT related incidents and vulnerabilities
- Increased credibility and trust
- Independent audit demonstrates commitment to IT compliance

UNDERSTANDING THE CERTIFICATION PROCESS
ISO/IEC 20000 certification (also known as "registration") is granted by a third-party, such as CCQM, upon verifying through an audit that the organization is in compliance with the requirements of the ISO/IEC 20000 standard. This certification is then maintained through scheduled annual surveillance audits by the registrar, with re-certification of the IT Service Management performed on a triannual basis.

- Step 1. Pre-Audit (Optional)- It must be done at least 3 months before Certification Audit
- Step 2. Audit Plan - Plan for audit has to be mutually agreed
- Step 3. Audit Stage 1 & 2 - Non-conformities must be closed at least 3 months after audit conclusions
- Step 4. Initial Certification - Certificate will be issued within 2 weeks after successful audit closing

Once certification has been obtained, the organization will be subjected to two surveillance audits within 24 months from the initial certification:

- Surveillance Audit Stage 1 - No longer than 12 months from the initial certification audit
- Surveillance Audit Stage 2 - No longer than 12 months from the 1st surveillance audit

WHY CHOOSE CCQM?

CCQM is a certification body for persons, management systems, and products on a wide range of international standards. As a global provider of training, examination, audit, and certification services, CCQM offers its expertise on multiple fields, including but not limited to Information Technology Services.

We help organizations to show commitment and competence with internationally recognized standards by providing this assurance through the education, evaluation and certification against rigorous, internationally recognized competence requirements. With a global coverage of more than 200 partners in over 120 countries worldwide, our mission is to provide our clients comprehensive services that inspire trust, continual improvement, demonstrate recognition, and benefit society as a whole.

To find out how you can obtain the ISO/IEC 20000 certification, visit www.ccqm.ch/certification

CCQM CERTIFICATION PROCESS

PRE-AUDIT (FACULTATIVE) → STAGE 1 AUDIT → STAGE 2 AUDIT → YEAR 2 (SURVEILLANCE AUDIT) → YEAR 3 (SURVEILLANCE AUDIT)