IT Service Management System is responsible for delivering quality services to the customers. ISO 20000 standard demonstrates the specifications to enhance the IT services in an organization. **ISO 20000 Certification in Thailand** | for all service industries | internationally accepted | Online Audit | Contact:enquiry@iascertification.com. Call @ **+6531591803**

Organizations can utilize the guidance in this standard as a framework on how to effectively manage a SMS. In September 2018, ISO 20000-1:2018 (Service Management System Requirements) and ISO 20000-10:2018 (Concepts and Vocabulary) were updated to address the evolving needs and challenges in the delivery of IT service management.

New ISO 20000 structure

The updated version of ISO 20000-1:2018 has been restructured into the High-level Structure (HLS) to better align / integrate with other ISO management system standards, such as the Information Security Management System (ISMS) contained in ISO 27001.

HLS details the requirements of service management processes. The operational processes are grouped into seven subsections that cover the entire lifecycle of the service creation, delivery, and support, as well as interactions with customers and suppliers – both internal and external.

However, ISO 20000 Certification does not include requirements for the structure of the SMS or for the terms used for its components. This illustration of the HLS should not be considered as a set-in-stone structural hierarchy, authority levels, or naming convention. Rather, the HLS should be considered as a framework that can be adjusted to suit the operational needs of the organization. For example, there may be overlap of SMS support and operation processes within your organization, so it may make sense to combine these two areas. Nevertheless, regardless of how the HLS is organized, none of the requirements of the standard can be ignored, because all clauses are mandatory for compliance.

Furthermore, none of the clauses from ISO 20000:2011 have been deleted from the 2018 version. Clauses have only been modified and renamed in ISO 20000:2018 Certification where deemed necessary. The following sections contain details on the updated clauses.

Context of the organization

The context of the organization clause of ISO 20000:2018 Certification states the requirements necessary to establish, implement, maintain, and continually improve a service management system (SMS). Defining the scope and objectives of the SMS is highly emphasized in clause 4. Additionally, the clause stresses the importance of gaining an understanding of both internal and external factors and the role of interested parties (i.e., stakeholders), in addition to their

requirements that may potentially impact and organization and its ability to achieve its objectives. In order to implement an effective SMS, clearly understanding these key points is crucial to success.

Leadership

Successful implementation of ISO 20000 Certification Services requires active engagement and commitment by an organization's leadership. Proper commitment by the top management includes ensuring that the necessary policies, processes, people, tools, and technologies are in place to deliver quality services to the business. This clause includes specific requirements for top management to establish and communicate service management policy. Additionally, top management is also required to ensure that organizational roles, responsibilities, and authorities related to the SMS are communicated throughout the organization to support efficient delivery of services.