

**Workshop: Are you ready for
the new version of ITSM -
ISO 20000:2011?**

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Training Service

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Agenda

- Major changes of ISO20000:2011 (published in April this year)
- ISO20000:2011 briefing and ITIL comparison
- Why ITSM? Benefit to Organizations and Users
- What can IT professions get from this Standard
- from Professional Qualification to Company Certification?
- Is it very difficult to get qualified and certified?
The pain and the GAIN!
- Sharing of some successful stories & Quick-win tips



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Why Change?



- Standard cycle and consultation process
 - All standards must be reviewed every 5 years
- Many improvements suggested
 - As the committee grew to more than 20 countries
 - As the Standard reaching maturity, more users
- Closer alignment of ISO management systems like ISO9001, ISO27001
 - facilitate Integrated Management System implementation
- Review of interfaces between processes
 - Alignment with ITIL v3

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ISO20000 and ITIL3 ...

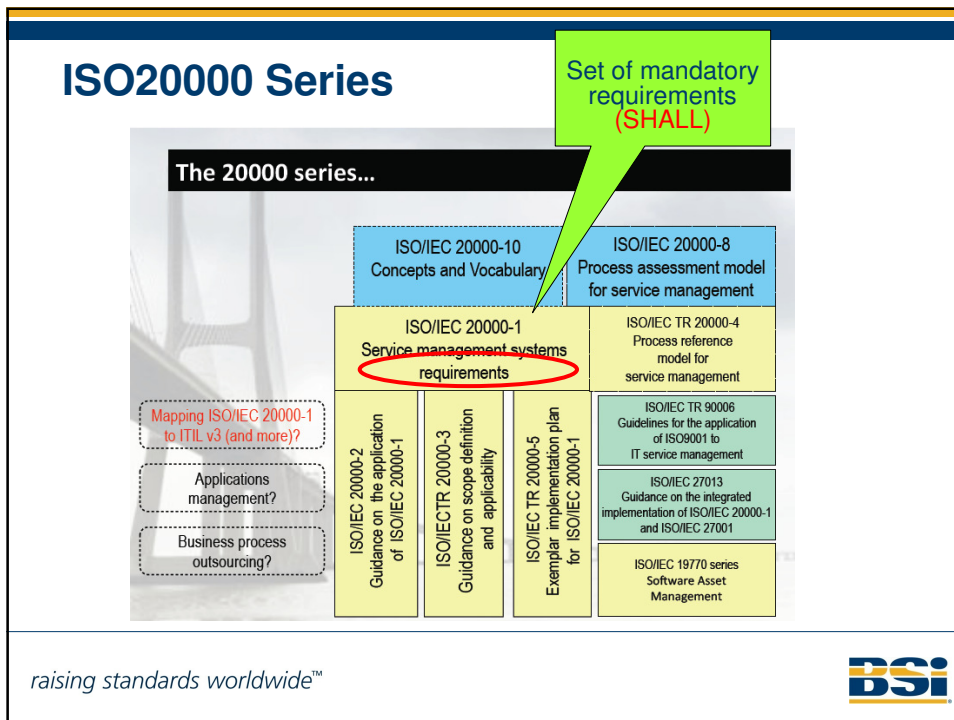
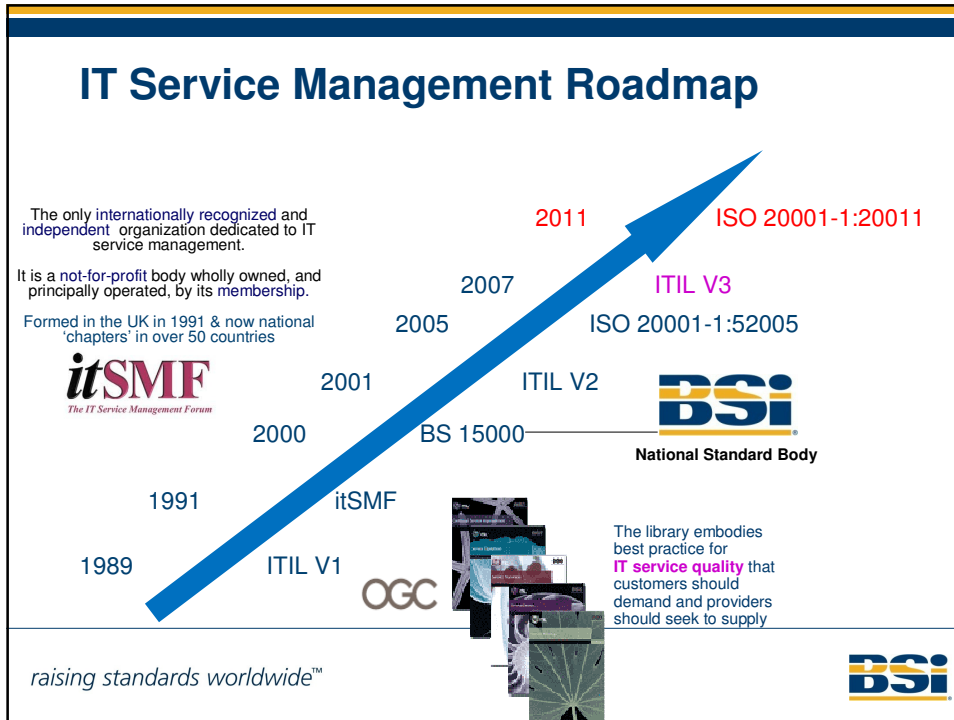


ITIL = ISO/IEC20000?
or ITIL is based on ISO/IEC20000
vice versa...

- ISO/IEC20000 is not based on ITIL vice versa...
 - The links between ITIL and ISO/IEC20000 are ones of spirit and intent, not of control
- Both serve very different purposes, so different intent, structure, format, style and detail...
- ISO/IEC20000 does not exactly reflect ITIL3 but it has been updated to reflect aspects of ITIL3


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ISO20000 and ITIL3 ...


FAQs ? 

Is it a must to have ITIL before obtaining ISO/IEC20000?

NO, they just compliment each other.

ITIL is more for large enterprise
whilst ISO20000 mirror ITIL principles which is **applicable to wide range of industry**.


More, ITIL is a best practice
whilst ISO20000 is a **certification standard**
ISO 20000 provide a framework and **promote continuous improvement**.


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Alignment with ITIL3

- Commitment to align between ISO/IEC20000 and ITIL so that adoption of ITIL can position a service provider for achieving ISO/IEC20000
- The Standard does not exactly reflect ITIL3
 - **Design** and Transition included
 - More clarity on **Request Fulfillment**




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But still...

- Items not taken from ITIL3
 - Lifecycle Stages
 - ISO20000 is a **Process Based Standard** and as such does not have a lifecycle.
 - it can be mapped onto the Design, Transition, Operation and Improvement stages
 - the **Service Management System (SMS)** requirements (clause 4) can be partly mapped onto the strategy stage

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More...

- Items not taken from ITIL3

ITIL3 Processes not in ISO20000

<input type="checkbox"/> Strategy Generation	<input type="checkbox"/> Access Management
<input type="checkbox"/> Service Portfolio Management	<input type="checkbox"/> Asset management
<input type="checkbox"/> Demand Management	<input type="checkbox"/> Event Management
<input type="checkbox"/> Service Catalogue Management	<input type="checkbox"/> Request Fulfilment
<input type="checkbox"/> Transition planning and support	<input type="checkbox"/> 7-Step Improvement Process
<input type="checkbox"/> Testing and evaluation	<input type="checkbox"/> Service Measurement
	<input type="checkbox"/> Knowledge Management

All are partially covered in ISO20000 but not explicitly named

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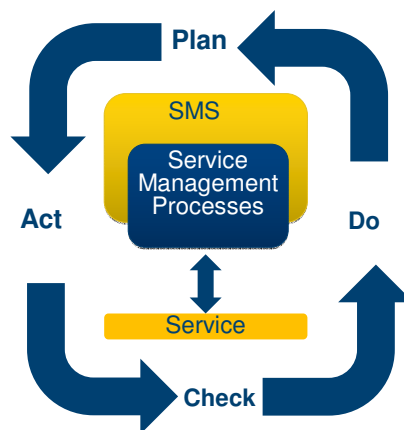
2011 Key changes



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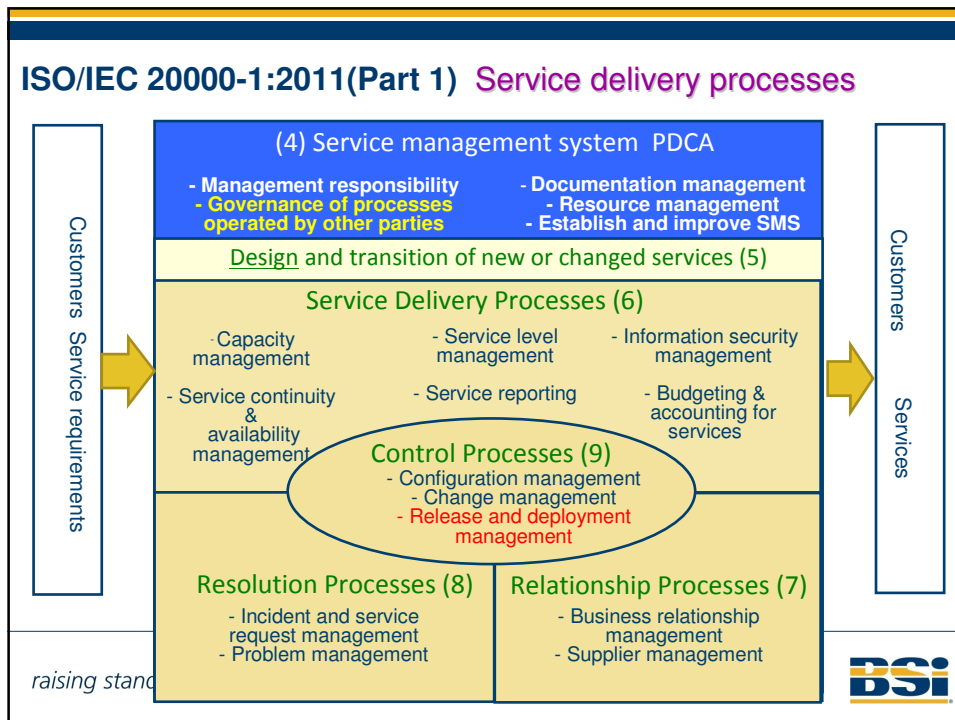


PDCA



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Major New Requirements (1)

Define Scope of SMS (4.5.1)

- The SP shall define scope of the SMS in the service management plan identified by the name of the service provider and services and include:
 - geographic locations from which the service is delivered
 - the customer and their location(s)
 - technology being used



Major New Requirements(2) Governance of Processes operated by others(4.2)

- For all processes clauses (5- 9) with other party involvement the service provider shall demonstrate governance of the processes by:
 - demonstrating accountability for and authority to require adherence to processes
 - controlling the process definitions and interfaces
 - determining process performance and compliance to requirements
 - controlling the planning and prioritization of process improvements
 - via → Supplier Management Process (Supplier)
 - Service Level Management Process (Internal Group)

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Major New Requirements(3) Other Changes to align with ISO MS

- Documentation Requirements
- Resource Management
 - Expanded to align to 9001
- Check Process from PDCA:
 - Aligned to ISO9001 with internal audit and management review process.
- Information Security management process
 - Aligned more to 27000 series



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Terms and definition changes

<p>Added</p> <ul style="list-style-type: none"><input type="checkbox"/> Continual improvement<input type="checkbox"/> Corrective action<input type="checkbox"/> Customer<input type="checkbox"/> Effectiveness<input type="checkbox"/> Information security<input type="checkbox"/> Information security incident<input type="checkbox"/> Interested party<input type="checkbox"/> Internal group<input type="checkbox"/> Known error<input type="checkbox"/> Non conformity<input type="checkbox"/> Organization<input type="checkbox"/> Preventive action<input type="checkbox"/> Process<input type="checkbox"/> Risk	<p>Added</p> <ul style="list-style-type: none"><input type="checkbox"/> Service<input type="checkbox"/> Service component<input type="checkbox"/> Service continuity<input type="checkbox"/> Service management system<input type="checkbox"/> Service provider<input type="checkbox"/> Service request<input type="checkbox"/> Service requirement<input type="checkbox"/> Supplier<input type="checkbox"/> Top management<input type="checkbox"/> Transition <p>Deleted</p> <ul style="list-style-type: none"><input type="checkbox"/> Change record<input type="checkbox"/> Service desk
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Note that many definitions have also had significant wording changes

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Major new requirements

Design and transition of new or changed services

<p>Applies to:</p> <ul style="list-style-type: none"><input type="checkbox"/> All new services<input type="checkbox"/> Changes with the potential to have a major impact on services or customers.<input type="checkbox"/> Removal or transfer of services to another party<input type="checkbox"/> Change policy<ul style="list-style-type: none"><input type="checkbox"/> Which CIs are controlled by change mgt process<input type="checkbox"/> Criteria for identifying changes with the potential to have a major impact on services or customers<input type="checkbox"/> Evaluate ability of external provider to provide service components for new or changed services	<ul style="list-style-type: none"><input type="checkbox"/> Establish service requirements<input type="checkbox"/> Plan the design and transition<input type="checkbox"/> Design and document a solution<input type="checkbox"/> Develop the new or changed service<input type="checkbox"/> Transition<ul style="list-style-type: none"><input type="checkbox"/> Co-ordinate with configuration, change and release and deployment mgt<input type="checkbox"/> Test, verify against acceptance criteria<input type="checkbox"/> Approve, release and report on outcomes
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ITSM Benefits



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Why ITSM and its benefit to an organization ...



- Customer Focus
 - Reflect this strategy into IT service quality requirement.
 - Increase efficiency to manage Customer Expectation
 - Align **IT/IS strategy** with **overall business strategy**
 - Transform (internal) IT service provider from **cost centre** to **profit centre**.
 - Turn **technology focus** into **service focus**
- Build a trust and collaborative approach
 - Align the process and establish common terminology
 - Facilitate **globalization** and **outsourcing control** via structured Management System.



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Individual qualification & registration

- ITIL® qualification scheme Managed and administered by APMG
- Qualifications and Training organizations managed by Examination institutes:

BSi is also one of the ATO

BSi offers apmg/itSMF ISO/IEC 20000 training certification scheme:

- ISO/IEC 20000 Foundation certificate
- ISO/IEC 20000 Practitioner certificate
- ISO/IEC 20000:2011 Auditor certificate

→ 1st in town! 100% passing rate!

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Group Discussion and Sharing



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Group Discussion and Sharing

- Do you have organizational plan for ISO 20K?
 - Your objective?
- What comments about the new ISO 20K ?version?
- Any difficulties and hurdles you may encounter



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Hurdles

- Lack of Management Commitment & People involvement
 - People resistance and Reliance
- Unclear role and responsibility assignment
 - Change manager, incident manager, problem manager
- Unreasonable time objective and schedule
 - Roadmap
- Tools



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Quick Win Tips

- Top Management Commitment
- Staff Involvement with Professionalism
- Change Agency with Open mind
- Set milestone and periodical achievement with timely review and stakeholder engagement
- Strategic approach and Strong Commitment on Continual Improvement (SIP)
- Conduct a drill test before certification



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Some Successful Stories



Case 1: A 100-year Telecom Grant with lots of historical burden

- Successful applied this system as a **Change Agent**
- Make it a change of ICT technology: not only technology upgrade.. But more on mindset and way of thinking!

After 3-year implementation, they have successfully consolidated the data centre worldwide.

Case 2: A MNC with frequent M&A activities and restructuring

- outsourcing activities vs in-sourcing; on shoring and off shoring etc)
- Smooth integration applying international process approach



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Some Successful Stories



Case 3: A NGO

- Bureaucratic, "Delta-approach"
- With ISO20000 ITSM implementation, it enhances the collaboration among departments, with more transparent objectives and process identification
- Reduce conflict / gap among process(es)

Case 4: A medium size firm

- Successfully expand its business and operation with gradual standardization process.
- Working towards global trend
- Increase customers' confidence



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More...



Our client's comment

- Facilitate their IT strategy to meet business objective
- Enhance consistency, and then compliance, eventually efficiency
- Reduce mis-communication and trust
- Reduce new hire training time / cost.
- Create a collaborative environment and **a vision to the Future!**



Your Vision

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ITSM Certification



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Corporate Certification



- Transition plan from 2005 to 2011
 - **Existing** certified clients are permitted against the ISO20000-1: 2005 Standard until **31 March 2013** and the transition should be completed by then 1st June 2013
 - **New** certifications issued after 1st June 2012 must be 2011 version
 - **New application** after 31st Dec 2011 should apply 2011 version only

Hence, applications submitted before 31st Dec 2011 must conduct 2005 version audit before April 2012.
This applies to all Accreditation Bodies (ANAB and itsmf / apmg)

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APMG-International™
ISO/IEC 20000



Certification Process

Application

Preparation

Assessment

Questionnaire & / or **Gap Analysis**

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Quotation

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Engagement

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Optional **Pre-assessment**

Stage 1: Assessment

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Stage 2: Assessment



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Certification



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**3-Year cycle
Surveillance Assessment
3rd Year Re-assessment**





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Thank You

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Q & A



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