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ISO/IEC 20000-1:2011 is a service management system (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. The requirements include the design, transition, delivery and improvement of services to fulfil agreed service requirements.

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This Pocket Guide provides a concise explanation of the nature, content and aim of ISO/IEC 20000-1: 2011. It brings ISO/IEC 20000-1: 2011 within reach of a vast international audience by providing the key elements of this important standard in a short, easy to read Pocket Guide: it promote the awareness and the acceptability of ISO/IEC 20000-1

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ISO IEC TR 20000 11 2015 Information technology

ISO/IEC TR 20000-11:2015 is a Technical Report that provides guidance on the relationship between ISO/IEC 20000?1:2011 and a commonly used service management framework, ITIL. It can be used by any organization or person wishing to understand how ITIL can be used with ISO/IEC 20000?1:2011, including:

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ISO IEC 20000 Wikipedia

ISO/IEC 20000 is the first international standard for IT service management. It was developed in 2005 by ISO/IEC JTC1/SC7 and revised in 2011 and 2018. It was originally based on the earlier BS 15000 that was developed by BSI Group.

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ISO/IEC 20000 is the corporate standard for achieving quality within IT Service Management. As individuals achieve success in Service Management frameworks such as ITIL , many organizations have identified the benefits of making the jump to full corporate accreditation.

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ISO IEC 20000 ITIL Service Management BSI Canada

ISO/IEC 2000-1 Service Management system certification should be hassle-free. You ll be appointed a BSI Client Manager, a trusted expert with relevant industry experience to your business, who can guide you through the process.

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ISO IEC TR 20000 4 2010 Information technology

Information technology -- Service management -- Part 4: Process reference model The purpose of ISO/IEC TR 20000-4:2010 is to facilitate the development of a process assessment model according to ISO/IEC 15504 process assessment principles.

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ISO IEC 20000 1 2011 Management of services for

ISO/IEC 20000-1:2011 Information technology Management of services Part 1: Service management system requirements - This norm is appropriate for assessment of accordance and certification

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Microsoft Trust Center ISO IEC 20000 1 2011

Microsoft and ISO/IEC 20000-1:2011. Obtaining the ISO 20000-1:2011 certification is a logical step for Microsoft Azure. We lead the industry with the most comprehensive compliance coverage, enabling customers to meet a wide range of regulatory obligations.

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PECB ISO IEC 20000 2011 Service Management System

This part of ISO/IEC 20000 is a service management system (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. The requirements include the design, transition, delivery and improvement of services to fulfil service requirements.

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What is ISO IEC 20000 ITSM Consulting INTERPROM

Page 3 Introduction ISO/IEC 20000 is the international norm for Service Management. ISO/IEC 20000 is the offspring of the British Standard 15000 (BS 15000), a standard of the British

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INTERNATIONAL ISO IEC STANDARD 20000 1

technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1. International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2. The main task of the joint technical committee is to prepare International Standards.

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