

ISO 20000 AND ITIL & CORRELATION BETWEEN THEM

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ABSTRACT

ISO 20000 is an international standard for IT Service Management. It allows an organization to demonstrate to its customers and investors that it operates with business integrity and security. ISO 20000 helps organizations to improve its quality of services. ISO 20000 certification gives companies a competitive edge over those companies that don't meet this standard. It results in increased user and customer satisfaction with IT services. ISO 20000 can be easily implemented with the help of ITIL (Information technology Infrastructure framework). ITIL enlist various processes which help to provide quality service to clients and also leads to successful implementation of ISO 20000.

1. This paper consists of introduction about ISO 20000.
2. History of ISO 20000, use of ISO 20000 in the organization and scope of the standard.
3. Key requirements of ISO 20000.
4. Introduction about ITIL with its brief history.
5. The processes of ITIL and activities.
6. Relation between ISO 20000 and ITIL.
7. Project plan for achieving ISO 20000 in a company.

KEYWORDS: BSI, CCTA, Configuration management, ITSM , ITSMF, Service level agreement (SLA)