

Service Management System (SMS) for ISO/IEC 20000

The SMS contains the methodology, templates, policies, plans, checklists and expertise to help you gain ISO/IEC 20000 accreditation!

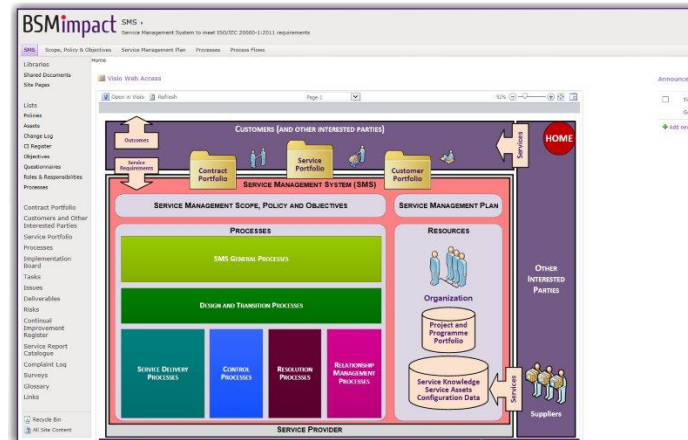
BSMimpact have extensive experience working in Business Service Management, and specialize in ISO/IEC 20000. We have created valuable content to govern the process of designing, planning, and implementing Service Management solutions.

The ISO/IEC 20000 standard requires that companies achieve evidence-based benchmarks to continuously improve their delivery of IT services. The SMS helps achieve this, by providing Service Providers with direct support for key processes, a central portal for policies, objectives, plans, templates and checklists for managing and improving Service Management as contained in ITIL® AND helps you gain ISO/IEC 20000 accreditation!

Increasingly, government bodies are stipulating their IT Service Providers are accredited to this standard. Many companies are now requesting help to attain and maintain accreditation.

There isn't a software solution available, complete with the specialized and comprehensive content required to manage a Service Management System... until now.

Contact us today to arrange a demonstration!



Example Home Page of the SMS. ▲
The templates can be customised and branded, or supplied in generic form

What you get

A full Service Management Solution delivered on your existing SharePoint site and includes:

- **Product documentation** outlining how the SMS works, and provides guidance on operating and improving the SMS.
- **Management and maintenance of core controlled documentation:** includes controls to ensure that only authorized personnel can make and approve changes.
- **Documentation of processes:** commonly using Visio for process diagrams and word documents or website text for describing the procedural steps, roles and responsibilities.
- **Storage and control of documentation** in all the common formats: Word, Excel, PowerPoint, Access, Visio, Project, PDF.
- **Document management and approval workflow.**
- **Meeting management:** standard SharePoint features for agenda items, tracking actions and tasks in lists.
- **Metadata management:** there are a number of key data elements which will be required in multiple lists and forms across the site, but remove duplication where possible.
- **Dashboard and reports:** should be produced for a number of items on an agreed scheduled basis.
- **Links to other key tools and systems:** The SMS provides the glue that holds the Service Management function together
- **Videos, reference and training materials**
- **Glossary**
- **Forms:** improvement suggestions, change requests, risks, etc.