

## Map your ISO20K Compliance

Ensure improved service quality, reduced cost, essential ITSM best practices

ISO/IEC 20000 certification provides independent external verification against this international IT Service Management standard, an increasingly common customer requirement.

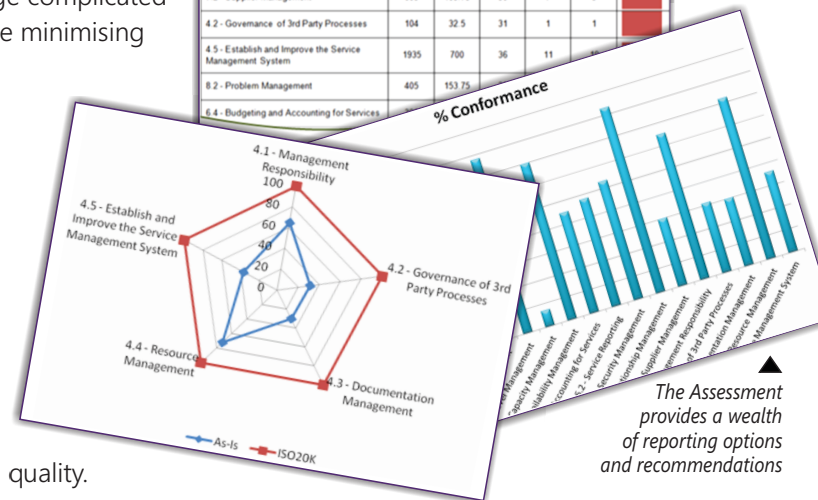
Even without certification, ISO20K alignment enables significant operational benefits, and improves customer and supplier relationships. This assessment provides an effective way to involve managers, workers and beneficiaries, to embed continual improvement, baseline current capability, assess gaps, identify improvements and drive an actionable plan.

Assessmentportal's specialised multi-dimensional role-based surveys and knowledge base of observations and recommendations has been designed to manage complicated assessments efficiently and cost effectively, while minimising the impact to the organisation being assessed.

### What we measure

- All requirements of ISO/IEC 20000-1:2011, split into 15 key areas, measured equally across people, process and technology.
- A capability score indicating the degree of compliance, underpinning internal audit, and providing a baseline for continual improvement or for full certification.
- Business and customer perception of service quality.

| Process   | Max Score | Actual Score | % Score | Major Non-Conformances | Non-Conformances | Status |
|---|-----------|--------------|---------|------------------------|------------------|--------|
| 6.5 - Capacity Management                                 | 335       | 22.5         | 7       | 13                     | 2                |        |
| 9.1 - Configuration Management                            | 695       | 153.75       | 22      | 17                     | 7                |        |
| 4.3 - Documentation Management                            | 470       | 142.75       | 30      | 1                      | 2                |        |
| 7.2 - Supplier Management                                 | 605       | 183.75       | 30      | 7                      | 5                |        |
| 4.2 - Governance of 3rd Party Processes                   | 104       | 32.5         | 31      | 1                      | 1                |        |
| 4.5 - Establish and Improve the Service Management System | 1935      | 700          | 36      | 11                     | 11               |        |
| 8.2 - Problem Management                                  | 405       | 153.75       | 38      | 1                      | 1                |        |
| 8.4 - Budgeting and Accounting for Services               |           |              |         |                        |                  |        |



### What you get

A detailed objective report outlining:

- **Gap analysis** against all ISO20K requirements, highlighting focus areas and enabling a plan aligned to business need
- **360 degree business perception of service capability**
- Detailed findings and scores against investigated processes with **expert observations and recommendations**
- **Multi-phase Journey Plan** - in line with ISO20K Part 5 guidance.

### How it's delivered

- Simple and clean survey interface
- Cloud (SaaS) application - **nothing to install**
- **Sophisticated statistical engine** and role based surveys to ensure objective results
- **Minimum staff impact**, reduced consultancy cost
- **Immediate reporting** based on the most current data

Suitable for:

New certifications or alignments  
Re-certification from 2005 version  
All Service Management initiatives  
Checkpoints and Internal Audits

Contact us for a demonstration of how an ISO 20K Assessment can benefit your organization!