



# itSM Solutions® DITY™ Newsletter Reprint

This is a reprint of an itSM Solutions® DITY™ Newsletter. Our members receive our weekly DITY Newsletter, and have access to practical and often entertaining articles in our archives. DITY is the newsletter for IT professionals who want a workable, practical guide to implementing ITIL best practices -- without the hype.

## become a member

(It's Free. Visit <http://www.itmsolutions.com/newsletters/DITY.htm>)

### **Publisher**

itSM Solutions™ LLC  
31 South Talbert Blvd #295  
Lexington, NC 27292  
Phone (336) 510-2885  
Fax (336) 798-6296

Find us on the web at: <http://www.itmsolutions.com>.

To report errors please send a note to the editor, Hank Marquis at [hank.marquis@itmsolutions.com](mailto:hank.marquis@itmsolutions.com)

For information on obtaining copies of this guide contact: [sales@itmsolutions.com](mailto:sales@itmsolutions.com)

Copyright © 2006 Nichols-Kuhn Group. ITIL Glossaries © Crown Copyright Office of Government Commerce. Reproduced with the permission of the Controller of HMSO and the Office of Government Commerce.

### **Notice of Rights / Restricted Rights Legend**

All rights reserved. Reproduction or transmittal of this guide or any portion thereof by any means whatsoever without prior written permission of the Publisher is prohibited. All itSM Solutions products are licensed in accordance with the terms and conditions of the itSM Solutions Partner License. No title or ownership of this guide, any portion thereof, or its contents is transferred, and any use of the guide or any portion thereof beyond the terms of the previously mentioned license, without written authorization of the Publisher, is prohibited.

### **Notice of Liability**

This guide is distributed "As Is," without warranty of any kind, either express or implied, respecting the content of this guide, including but not limited to implied warranties for the guide's quality, performance, merchantability, or fitness for any particular purpose. Neither the authors, nor itSM Solutions LLC, its dealers or distributors shall be liable with respect to any liability, loss or damage caused or alleged to have been caused directly or indirectly by the contents of this guide.

### **Trademarks**

itSM Solutions is a trademark of itSM Solutions LLC. Do IT Yourself™ and DITY™ are trademarks of Nichols-Kuhn Group. ITIL® is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, and is registered in the U.S. Patent and Trademark Office, and is used here by itSM Solutions LLC under license from and with the permission of OGC (Trade Mark License No. 0002). IT Infrastructure Library® is a Registered Trade Mark of the Office of Government Commerce and is used here by itSM Solutions LLC under license from and with the permission of OGC (Trade Mark License No. 0002). Other product names mentioned in this guide may be trademarks or registered trademarks of their respective companies.

# DITY™ Newsletter

*The workable, practical guide to Do IT Yourself™*

GET READY FOR ISO 20000  
CERTIFICATION

Vol. 2.3, JAN. 18, 2006



hank  
MARQUIS

By [Hank Marquis](#)

**UPDATED MAR. 21, 2006:** ADDED LINK TO ITIL VERSION 3 (ITIL V3)

The ITIL is not a standard and has no auditing criteria. Some chose CobiT for audits, but CobiT isn't a standard either. The *British Standards Institute* (BSI) created *British Standard* BS 15000 as an audit standard, but it wasn't an international standard. However, BS 15000 delivered specifications for managing IT, implementing the ITIL, established audit criteria and corporate-level certification.

[Articles](#)  
[E-mail](#)  
[Bio](#)

Used in the UK, BS 15000 had slow adoption elsewhere in the world. Then BSI submitted BS 15000 to the *International Standards Organization* (ISO) and ISO released it as ISO 20000 in December of 2005. For the first time, IT now had an international standard for auditing and certifying IT.

ISO 20000 is an industry standard like ISO 9000/9001, and like ISO 9000/9001, ISO 20000 offers organizational certification — this means that some very major changes are coming to an IT shop near you, and soon! Following is an explanation of ISO 20000, and how it relies upon the ITIL.

As a standard, ISO 20000 shows IT how to manage and improve IT while establishing audit criteria. It also provides auditors with a documented standard to use for measuring IT compliance.

The ITIL offers certifications for individuals; ISO 20000 is an organizational certification with

international recognition. This removes one of the toughest problems we face in IT today -- management commitment. Every senior manager in an ISO 9000 certified company knows the benefits that came from gaining that status. With ISO 20000, it will now be far easier to gain mind share among senior management -- a key benefit for those implementing or planning to adopt the ITIL.

ISO 20000 is really two specifications, ISO/IEC 20000-1:2005 and ISO/IEC 20000-2:2005, I will refer to them as ISO 20000-1 and 20000-2.

- ISO 20000-1 is the specification for Service Management. It defines the processes and provides assessment criteria and recommendations for those responsible for IT Service Management. Organizational certification uses this section.
- ISO 20000-2 documents a “code of practice” that explains how manage IT with regard to ISO 20000-1 audits.

Both ISO 20000-1 and ISO 20000-2 derive directly from the ITIL best practice. ISO 20000 groups the ITIL processes we all know into five core bundles:

1. **Service Delivery Processes** -- Service Level Management, Availability Management, Capacity Management, Continuity Management, and Budgeting and Accounting for IT Services (Financial Management) along with Information Security Management and Service reporting
2. **Relationship Processes** -- Business Relationship Management and Supplier Management
3. **Resolution Processes** -- Incident Management and Problem Management
4. **Control Processes** -- Configuration Management and Change Management
5. **Release Process** -- Release Management

So, what does it all mean? It means that a boom in ITIL adoption is on the horizon! Already, several governments have stated that ISO 20000 is a requirement for outsourced IT services. As the industry recognizes the value of ISO 20000, more and more companies will require their partners and vendors to reach ISO 20000 certification -- just as they did for ISO 9000/9001. If your organization is already ISO 9000/9001 certified, you will have a much easier time gaining and maintaining management commitment for your ITIL implementation! In addition, if you are already implementing or adopting ITIL, there is now an organizational certification.

ISO 20000 certification is already becoming a requirement, so you should start getting familiar with it today! Its based on the ITIL, so you already understand a lot of this standard. But ISO 20000 also includes more than Service Delivery and Service Support. It includes sections on managing suppliers and the business; as well as Security Management. Grouping Security Management (previously its own ITIL book) with Service Delivery is an interesting spin, and may

foretell the changes planned for ITIL 3, due late in 2006 or early 2007. [See [‘The New ITIL and What it Means to You’ DITY Vol. 2 #12](#) for more on the ITIL refresh to ITIL v3.]

As the industry progresses, the new ISO 20000 terminology is already becoming apparent -- the most recent ITIL Certification, the itSMF approved Practitioner cluster certification is called "**ITIL Practitioner in Release and Control**", and covers Change Management, Release Management and Configuration Management -- and now you know why!

--

- Subscribe to our newsletter and get new skills delivered right to your Inbox, [click here](#).
- To browse back-issues of the DITY Newsletter, [click here](#).

Entire Contents © 2006 itSM Solutions LLC. All Rights Reserved.