

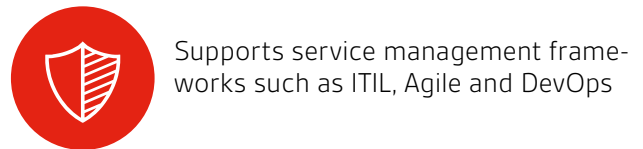
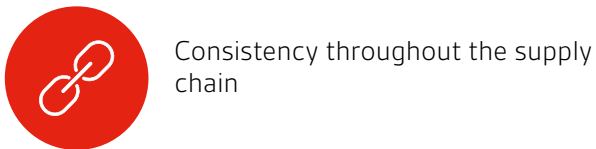
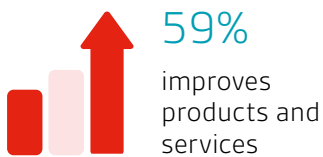
Introducing ISO/IEC 20000-1 Service Management

Delivering quality and value through services



Build effective and resilient services with **ISO/IEC 20000-1**

Benefits of ISO/IEC 20000-1*



As service delivery environments continue to evolve, service providers are looking for ways to better respond to increasing demands and deliver value for customers, users and their organization. And that's where ISO/IEC 20000-1 can help.

ISO/IEC 20000-1 is the internationally recognized standard for a service management system (SMS). It helps you to embed a service lifecycle strategy into your organization - providing best practice guidance

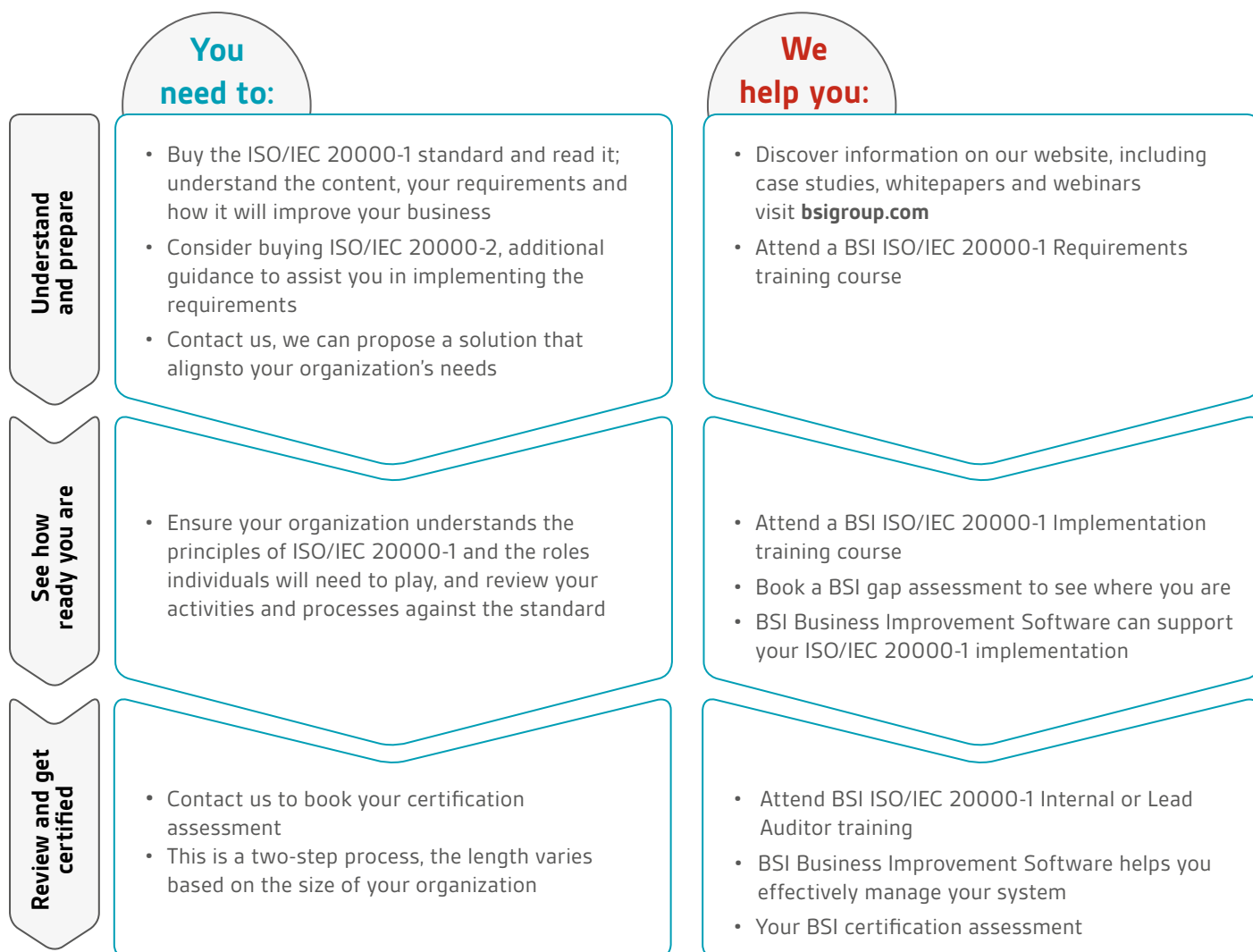
on how to manage your portfolio of services so they remain current and add value.

Whether you're an internal service department or an external service provider, ISO/IEC 20000-1 is the best practice framework you need to provide a consistent, reliable service.

At BSI we have the experience, the experts and the support services to help you get the most from ISO/IEC 20000-1.

Your ISO/IEC 20000-1 Journey

Whether you're new to service management or looking to enhance your current system, we have the right resources and training courses to help you understand and implement ISO/IEC 20000-1. We can help make sure your system keeps on delivering the best for your business.



Continually improve and make excellence a habit

Your journey doesn't stop with certification. We can help you to fine-tune your organization so it performs at its best.

- Our free [Assurance Portal](#) helps manage your BSI audit data and benchmark performance
- [BSI Business Improvement Software](#) will help you to manage systems and drive performance
- Consider [integrating other management system standards](#) to maximize business benefits
- [Celebrate and promote your success](#) – download and use the BSI Assurance Mark to show you are certified
- Your [BSI Client Manager](#) will visit you regularly to make sure you remain compliant and support your continual improvement

Why BSI?



BSI has been at the forefront of ISO/IEC 20000-1 since the start. Originally based on BS 15000, developed by BSI in 2000, we've been involved in its development and the ISO technical committee ever since. That's why we're best placed to help you understand the standard.

At BSI we create excellence by driving the success of our clients through standards. We help organizations to embed resilience, helping them to grow sustainably, adapt to change, and prosper for the long term. We make excellence a habit.



About BSI

BSI is the business improvement company that enables organizations to turn standards of best practice into habits of excellence. For over a century BSI has championed what good looks like and driven best practice in organizations around the world. Working with over 86,000 clients across 193 countries, it is a truly international business with skills and experience across a number of sectors including automotive, aerospace, built environment, food, and healthcare. Through its expertise in Standards Development and Knowledge Solutions, Assurance and Professional Services, BSI improves business performance to help clients grow sustainably, manage risk and ultimately be more resilient.

To learn more, please visit: bsigroup.com.my



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