ISO/IEC 20000
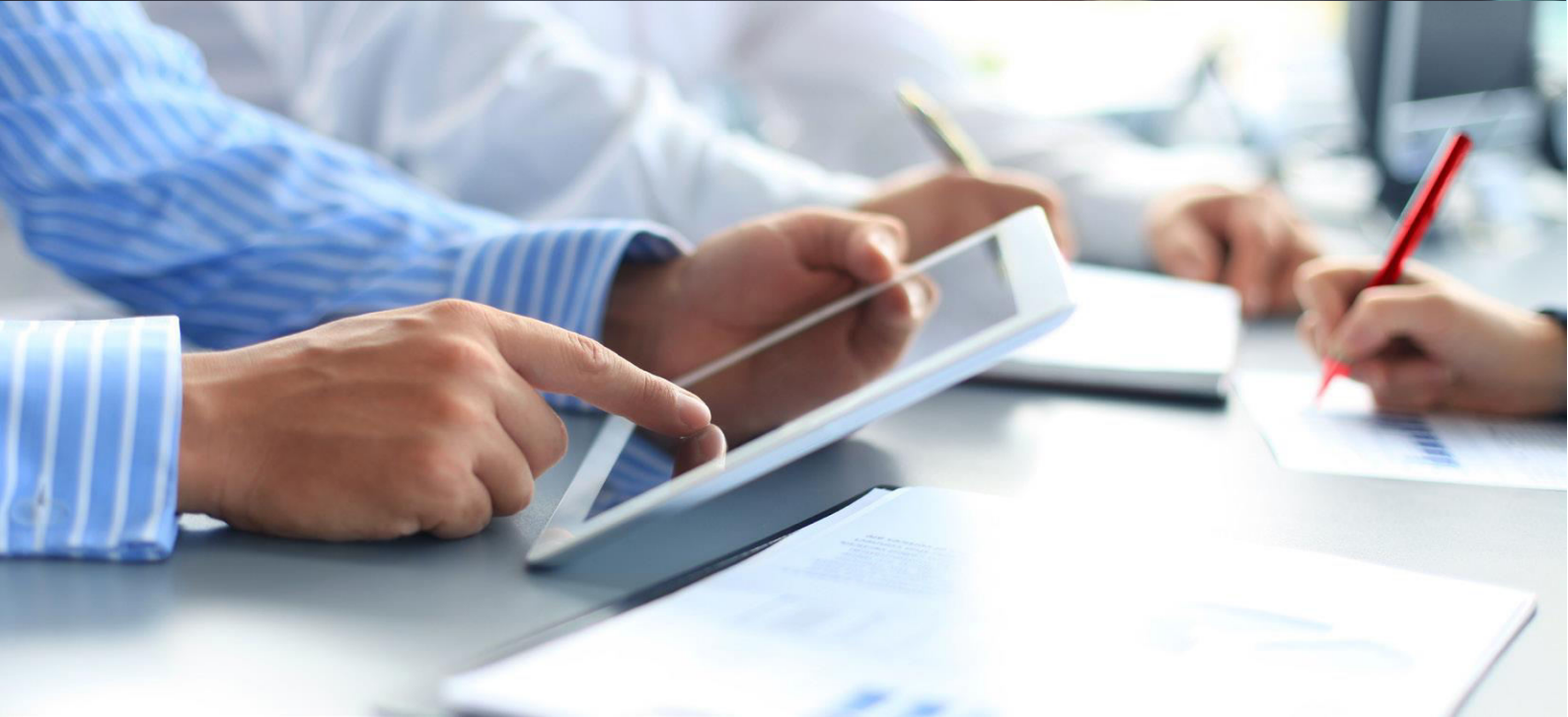# IT SERVICE MANAGEMENT SYSTEMS CERTIFICATION

ISO/IEC 20000 is a Service Management Systems (SMS) standard which specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. Most importantly, ISO/IEC 20000 certification validates that a company can continuously improve the delivery of their IT services.

By obtaining ISO/IEC 20000 certification, you will enable your company to have reliable, effective, consistent and continually improved IT services.

ISO/IEC 20000 certification (also known as "registration") is a third-party audit performed by a certification body such as PECB who, upon verification that an organization is in compliance with the requirements of ISO/IEC 20000, will issue an ISO/IEC 20000 certificate. This certification is then maintained through regularly scheduled annual surveillance audits by the registrar, with re-certification performed on a triennial basis.

Benefits of ISO/IEC 20000 certification to your organization:

- Globally recognized Certification
- Decrease in number of incidents and enhancement of incident management
- Increased customer satisfaction with quality service delivery
- Better comprehension of responsibilities and business targets
- Ability to manage and protect the organization, assets, stakeholders and management

- Improving organization reliability
- Improvement of response times with minimal disruptions to IT service
- Attaining financial savings by efficiently managing costs
- Ensured continual improvement
- Boosting awareness towards legislative and regulatory acquiescence

Benefits of ISO/IEC 20000 certification to your customers:

- Insures food safety
- IT service delivery on time

- Less IT related incidents and vulnerabilities
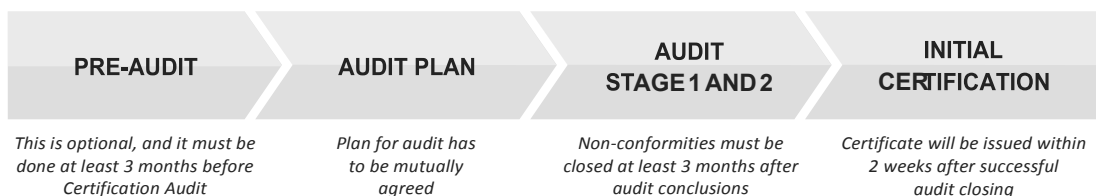- Increased credibility and trust

NetHost provides certification for persons, management systems, and products on a wide range of international standards. As a global provider of training, examination, audit, and certification services, NetHost offers its expertise on multiple fields, including but not limited to IT Service Management.

We help organizations to show commitment and competence with internationally recognized standards by providing this assurance through the education, evaluation and certification against rigorous, internationally recognized competence requirements. With a global coverage of more than 900 partners in over 150 countries worldwide, our mission is to provide our clients comprehensive services that inspire trust, continual improvement, demonstrate recognition, and benefit society as a whole.

To find out how you can obtain the ISO/IEC 20000 Certification, info@nethostlegislation.co.uk

NETHOST CERTIFICATION PROCESS

YEAR 1 (INITIAL CERTIFICATION)

PRE-AUDIT	AUDIT PLAN	AUDIT STAGE 1 AND 2	INITIAL CERTIFICATION
This is optional, and it must be done at least 3 months before Certification Audit	Plan for audit has to be mutually agreed	Non-conformities must be closed at least 3 months after audit conclusions	Certificate will be issued within 2 weeks after successful audit closing

YEAR 2 (1st SURVEILLANCE AUDIT)   **YEAR 3 (2nd SURVEILLANCE AUDIT)**

AUDIT PLAN	SURVEILLANCE AUDIT 1	AUDIT PLAN	SURVEILLANCE AUDIT 2
	No longer than 12 months from the initial certification audit		No longer than 12 months from the 1st surveillance audit

RE-CERTIFICATION AUDIT Within two months before the triennial certificate expiration for additional information, please contact us at info@nethostlegislation.co.uk or visit www.nethostlegislation.co.uk