

ISO 20000 - 1 - IT Service Management System Certification



Overview

ISO/IEC 20000-1 is the leading international IT Service Management System standard, to ensure the quality of the IT services your company delivers. It outlines requirements for setting up the management system and best practices for managing a company's IT service.

ISO/IEC 20000-1 certification should not be confused with IT Infrastructure Library (ITIL). Although the ITIL describes best practices that can achieve the same level of service quality required by ISO/IEC 20000, ITIL certifications normally apply to individuals, while ISO/IEC 20000-1 enables the entire organization to be certified. An ISO/IEC 20000 certification assures your internal and external customers that your organization will deliver IT services at a satisfactory level of quality.

Benefits

- Have a competitive advantage. Provide confidence to stakeholders and customers that you are maintaining the highest standards for information security
- Establish robust procedures with ISO 20000-1 to reduce disruptions to critical processes and the IT Services Quality
- Adopt a process-based approach for implementing, establishing, monitoring, operating, maintaining, and improving your IT Service Management System
- Avoidance of recurring incidents through improved knowledge management and addressing the

process-based approach for each client

- Reduced costs caused by inefficiencies
- Objective, impartial evidence of the quality of your IT service

Why choose TUV India?

- Approved for various national and international accreditations for provision of Certification services
- Wide pool of highly qualified and experienced Auditors and Tutors across India
- Comprehensive and diverse range of value-added services
- Key account management
- One-stop solution for your certification requirements

Route to Certification:

Offer from TUV India based on the information provided

- Order for certification
- Stage 1 Audit: Assessment of readiness for certification
- Audit Planning
- Stage 2 Audit: Certification Audit
- Nonconformity management (where required)
- Release by the certification body
- Issue of the certificate and annual surveillance audits



About Us:

TUV India Pvt. Ltd. (TÜV NORD GROUP) is a customer-focused, innovative, and independent, technical, quality & safety services organization, dedicated to providing future-proof solutions through technological excellence for the success of its customers with the highest level of integrity. With a presence at over 40 strategic locations in India; a branch office in Sri Lanka and Bangladesh; state-of-the-art laboratories at Pune, Bengaluru, Noida and Jamnagar; 100 important countries worldwide and through digital means, we are always connected to you, our esteemed customer, anywhere, anytime.

We are proud to provide increasing levels of services to the best known, largest global and national companies as well as medium and small industries in diverse sectors like Oil & Gas, Petrochemical, Nuclear, Renewables, Infrastructure, Food, Power, Manufacturing, Chemicals, Pharma, Paper, Automobiles, Railways, Aerospace, Defence, IT, Health, Hospitality, Retail, etc.

Over 1400 competent and experienced TUV India experts spread across India and over 14000 TUV NORD experts all over the world, enthusiastically support our clients by providing value-added services in Industry Inspection, European / International Approvals, Management System & IT Certification, Sustainability, Energy Audit, Water Audit, Carbon Services, Building Infrastructure & PMC, Renewable Energy, Food & Packaging Testing, Food Certification & Inspection; Testing of restricted and banned chemicals in Automotive and Electrical & Electronics components and other regulated industries, Product Testing – Electricals, Electronics and Industrial Machinery; Product Certification; Petroleum, Chemicals & Gas Cargo Inspection; Petroleum, Chemicals & Gas Testing; Railway Technology; Engineering, Safety Studies, and knowledge enhancing training programs under TUV India Training Academy.

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