



IBM Global Technology Services



Easing Your Service Excellence Journey with ISO 20000

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IBM Global Technology Services

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Agenda

- What is ISO 20000?
- Experience sharing: How did IBM Hong Kong make it?
- How could you achieve ISO 20000?

*Business depends on **quality service delivery***

What is ISO 20000?

The International Standard for IT Service Management

- A quality management Standard focussed on IT Service Management
- Fully aligned with ITIL® – readily understood by anyone who understands ITIL
- Developed from BS 15000, the British Standard for IT Service Management
- Published December 2005
- Owned by the International Organization for Standardization (ISO)
- Supported by an Accreditation Scheme – also known as a Certification Scheme
 - Scheme operated by organizations part of the IAF (International Accreditation Forum)
 - Scheme managed by the IT Service Management Forum (itSMF) International
- Same structure as ISO 9000 (Quality) and ISO 17799 (Security) – some overlaps

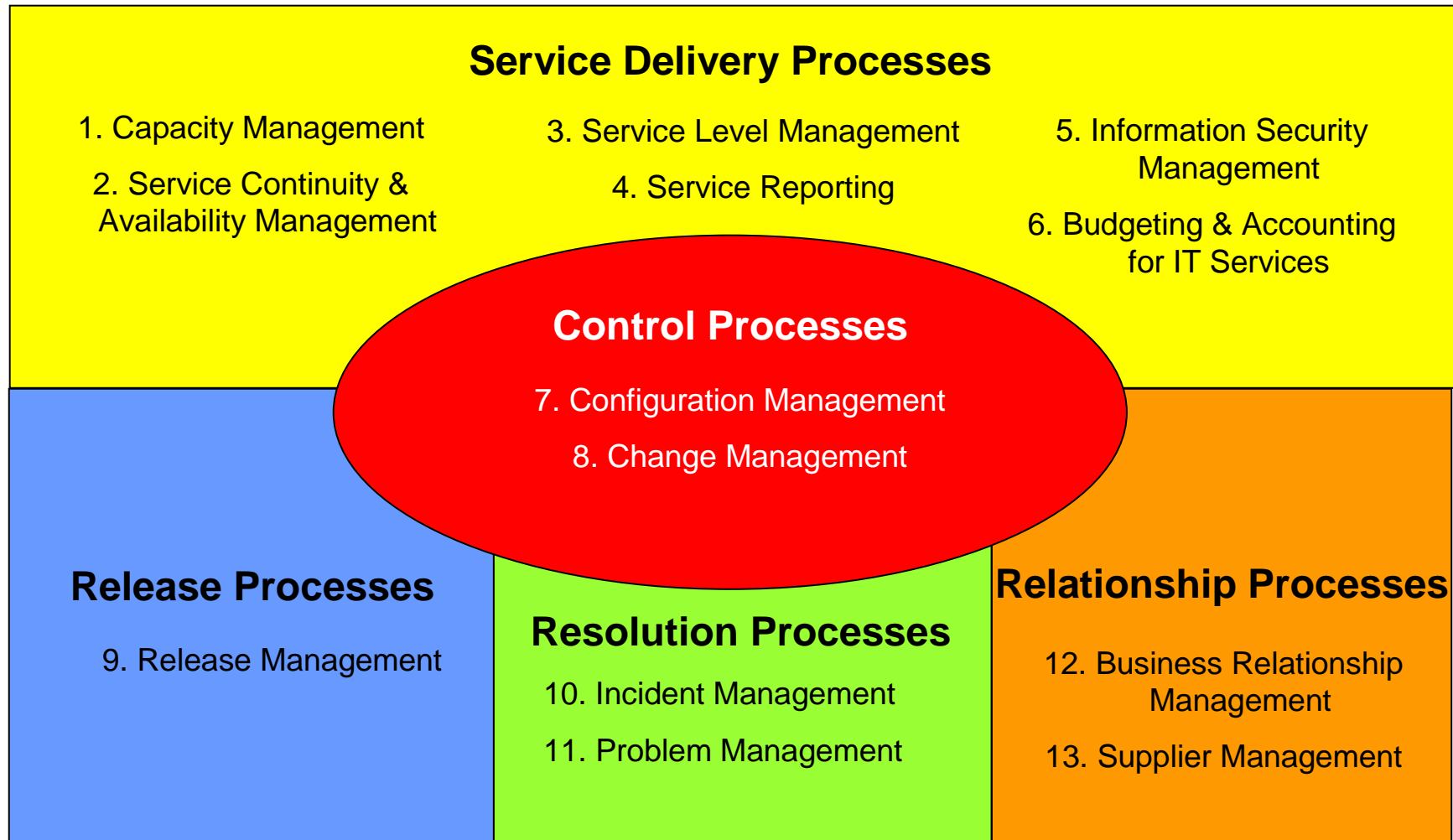
Note: ITIL® is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, and is Registered in the U.S. Patent and Trademark Office.

Specifications and guidance aligned to ITIL

- Part 1 is ISO/IEC 20000-1:2005. Part One “shalls” – required for certification
 - Information technology service management - Specification for Service Management
 - Provides requirements for IT service management and is relevant to those responsible initiating, implementing or maintaining IT service management in their organization.
 - Organizations can have their IT service management systems independently certified as conforming to the requirements of ISO/IEC 20000-1:2005

- Part 2 is ISO/IEC 20000-2:2005. Part Two “shoulds” – recommendations, not required for certification
 - Information technology service management - Code of Practice for Service Management
 - Gives guidance to internal auditors and assistance to service providers planning service improvements or preparing for audits against ISO/IEC 20000-1:2005

What is ISO/IEC 20000 about?



Certification also includes proving compliance with requirements for Document Control, Training and Competence

What are the benefits of ISO 20000 Accreditation?

Recognition of quality standards, procedures and business controls

- Certificate of compliance demonstrates independent assessment / confirmation of:
 - Controls and procedures in place for organization's internal or outsourced Service Management capability
 - Ability to consistently deliver quality services that satisfy requirements of the Standard
 - Service maturity

- Compliance covers all ITIL IT Service Management processes with the addition of key Management System processes:
 - Business Relationships
 - Supplier Relationships
 - Security Management
 - Service Reporting

What are the benefits of ISO 20000 Accreditation?

Recognition of quality standards, procedures and business controls

- Standard addresses business controls associated with operational aspects:
 - Risks, Finances, Resources
 - Capabilities allowing an organization to plan, manage, deliver, monitor, report, review and improve its services - both doing and documenting
 - A proper infrastructure in place to enable a Deming 'Plan, Do, Check, Act' cycle to be implemented and managed
- Certified organizations perceived to have reached standards enabling them to be:
 - More competitive
 - Able to reduce risk, cost and time to market
 - Able to improve value for money and service quality
 - More responsive and able to manage suppliers effectively across a diverse environment
 - Demonstrating a visible commitment to managing consistent, reliable IT services
 - Chosen over competitors who do not demonstrate ISO 20000 certification

What are the benefits of ISO 20000 Accreditation?

Recognition of quality standards, procedures and business controls

- Audits are continual – each Certificate is valid for three years from date of issue
- Continuing certification demonstrates continual standards and improvement
- This can be used as a benchmark
- Certification can reduce the number of other audits commissioned by clients
- Certification gives eligibility to use the logo (shown below) on documentation and listing on the Web site



Gartner Research Note, March 2002: Enterprises should adopt IT service management as a discipline. All improvement efforts in IT service management should be done with ITIL and BS 15000 as a frame of reference and baseline, despite BS 15000 being in its infancy. It does not require the wholesale deployment of ITIL or following it to the letter, but the enterprise must ensure that any processes and procedures they put in place, or indeed things they decide not to do, do not prevent them from getting certification when it finally becomes available.

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Scope & Objective

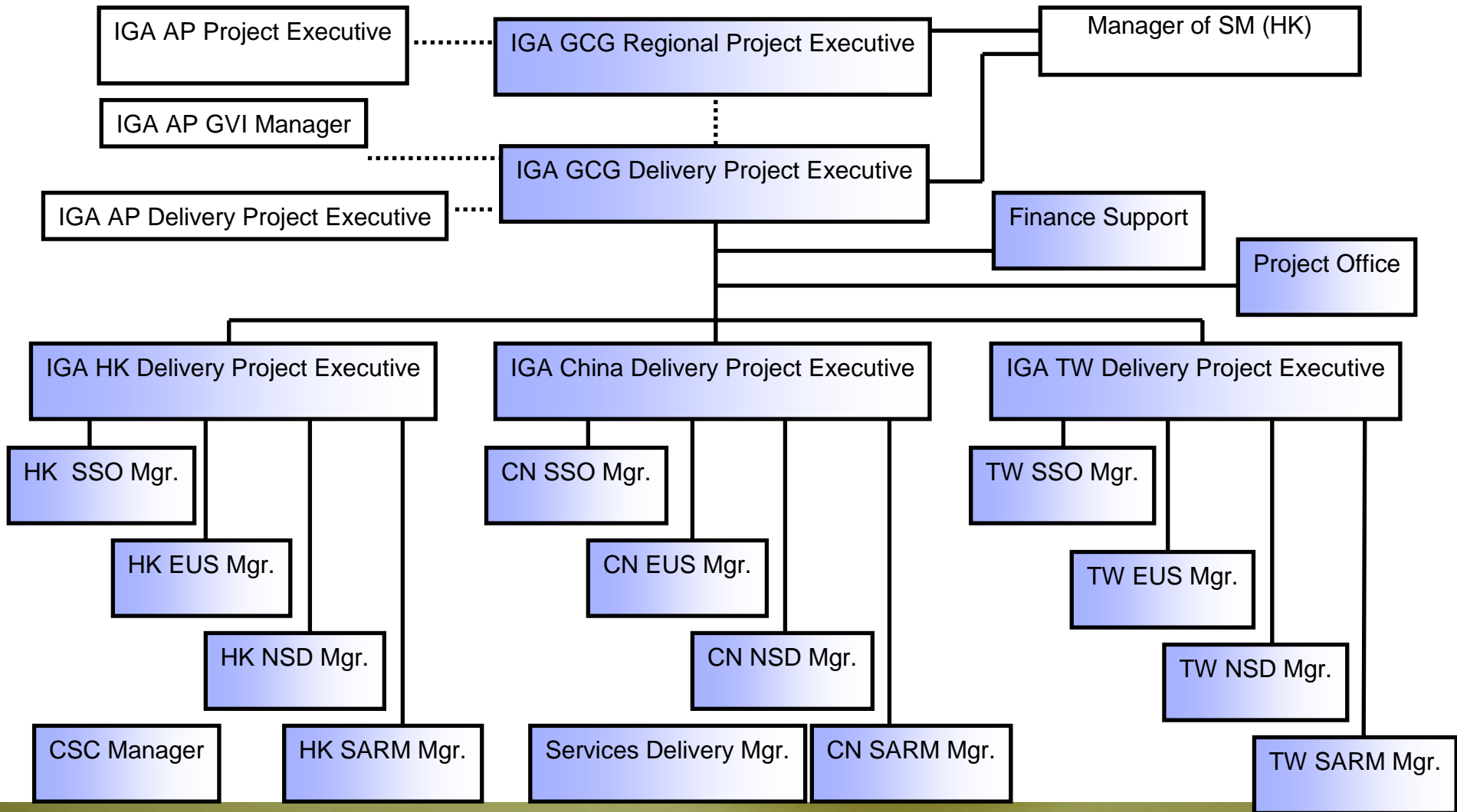
Scope

Our audit will cover services provided by Hong Kong IBM Global Account in the following catalogue and comply with **ISO 20000 Standard Requirement**.

Objective

To achieve effective IT Service Management a **balance combination of personnel, process, technical and budget measure** is required. We aim to find if we need to improve our delivery for any non-compliance, and how HKIGA run its services to meet customer and business goals. Our objective is to give a **continual improvement for our service delivery**.

GCG IBM Global Account (IGA) Team Structure



IGA – ISO 20000 Audit Process

Document No	ISO Doc #	Process Name
HKITSM-IGA-QM	3.0	ITSM Quality Manual
HKITSM-IGA-003	5.0	Planning and implementing new or changed services
HKITSM-IGA-004	6.1	Service level management
HKITSM-IGA-005	6.2	Service reporting
HKITSM-IGA-006	6.3.1	Service continuity management process
HKITSM-IGA-007	6.3.2	Service availability management process
HKITSM-IGA-008	6.4	Budgeting and accounting for IT services
HKITSM-IGA-009	6.5	Capacity management
HKITSM-IGA-010	6.6	Information security management
HKITSM-IGA-011	7.2	Business relationship management
HKITSM-IGA-012	7.3	Supplier management
HKCNITSM-IGA-013	8.2	Incident management
HKCNITSM-IGA-014	8.3	Problem management
HKITSM-IGA-015	9.1	Configuration management
HKCNITSM-IGA-016	9.2	Change management
HKITSM-IGA-017	10.1	Release management process

IGA – ISO 20000 Scope

The provision of IT SERVICE MANAGEMENT to customers of IBM GLOBAL ACCOUNT in Hong Kong in the following areas:

- IT INFRASTRUCTURE SUPPORT SERVICES, IT SECURITY & RISK MANAGEMENT SERVICES,
- END USER SUPPORT SERVICES, VOICE TELEPHONY SUPPORT SERVICES,
- SERVICE MANAGEMENT, CALL CENTRE SERVICES.

為IBM 香港客戶提供以下領域的IT服務管理：

- IT基礎架構支援服務，IT資訊安全與風險管理服務，
- 用戶支援服務，語音系統支援服務，
- 服務管理，呼叫中心服務

Overall Certification Journey in 21 weeks

		W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13	W14	W15	W16	W17	W18	W19	W20	W21	
Item #	Task	7/30	8/06	8/13	8/20	8/27	9/03	9/10	9/17	9/24	10/01	10/08	10/15	10/22	10/29	11/05	11/12	11/19	11/26	12/03	12/10	12/17	
1	Arrange in house Workshop classw BV for date & price	Yellow																					
2	Confirm ISO 20k Workshop course budget	Yellow																					
3	Arrange PO for Workshop class w procurement		Yellow																				
4	Attend ISO 20k Training Workshop (2 Days), tentative 8/9 - 10		Yellow																				
5	Confirm ISO 20k Internal Auditor class size and get budget approval			Yellow	Yellow																		
6	Raise PR and confirm approval completion				Yellow																		
7	Attend ISO 20k Internal Auditor Training (1 Day), tentative 8/31					Yellow																	
8	Invite experience ISO 20k Certified Auditor from outside for set up guidance, then regular review thru conf call				Purple					Purple								Purple					
9	Invite experience ISO 20k Certified Auditor from outside for onsite assist							Onsite													Onsite	Onsite	
10	Prepare documentation			Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow													
11	Document approval completion									Yellow	Yellow												
12	Prepare three months data collection										Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow
13	Executive mail announcement to management team																			Yellow			
14	Education briefing to IGA team, by DPE											Yellow	Yellow										
15	Confirm ISO 20k Certify budget							Yellow															
16	Confirm w BV the certify Date and Scope											Yellow											
17	Arrange PO w procurement on ISO 20k Certify											Yellow											
18	Provide document to BV review																		Blue				
19	Conduct Internal Audit (document review)																Yellow						
20	Correct any finding during Internal Audit																			Yellow	Yellow		
21	BV stage 1 onsite review on documentation																				Red		
22	Conduct Internal Audit (record review)																Yellow						
23	Correct any finding during Internal Audit																			Yellow	Yellow		
24	Final review on document and data record																					Yellow	
25	BV statge 2, certification audit																						Red
26	Management Weekly review progress											Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow

ISO 20k Certification activities from RCB

2007 Nov 11~15	Internal Audit
2007 Dec 3	Stage 1 Certification audit
2007 Dec 17~19	Stage 2 Certification audit
2008	1st SV , planned 2 days visit , include SZ ISSC site visit
2009	2nd SV , planned 2 days visit , include SZ ISSC site visit
2010 2H	Re-certification

Lessons Learnt

- a) **Management support** is a strong support for execution
- b) Core team - **Team work** very closely
- c) **Previous project experience** is key to speedy the task
- d) **Clear Roles & Responsibilities**
 - Initial stage of the manual authors are not quite clear of his/her responsibility with result in a slow warm up feeling



And Then...

- Train more internal auditors
- Conduct ISO 20000 awareness to all Strategic Outsourcing staff
- Include ISO 20000 awareness class for new hire
- Replicate audit model to other commercial accounts
- Experience share with other country teams
- Fine tune current ISO 20000 teamroom



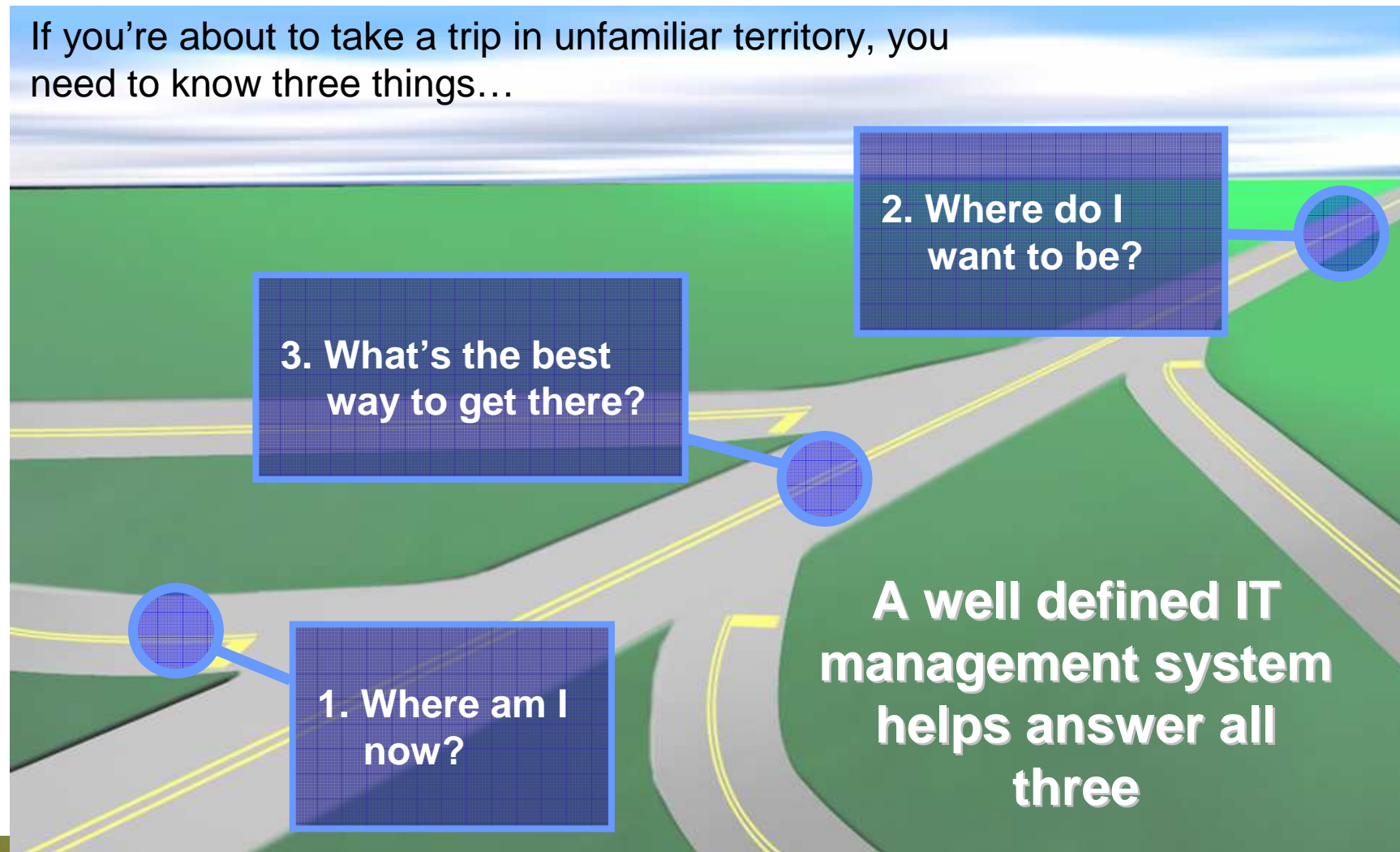
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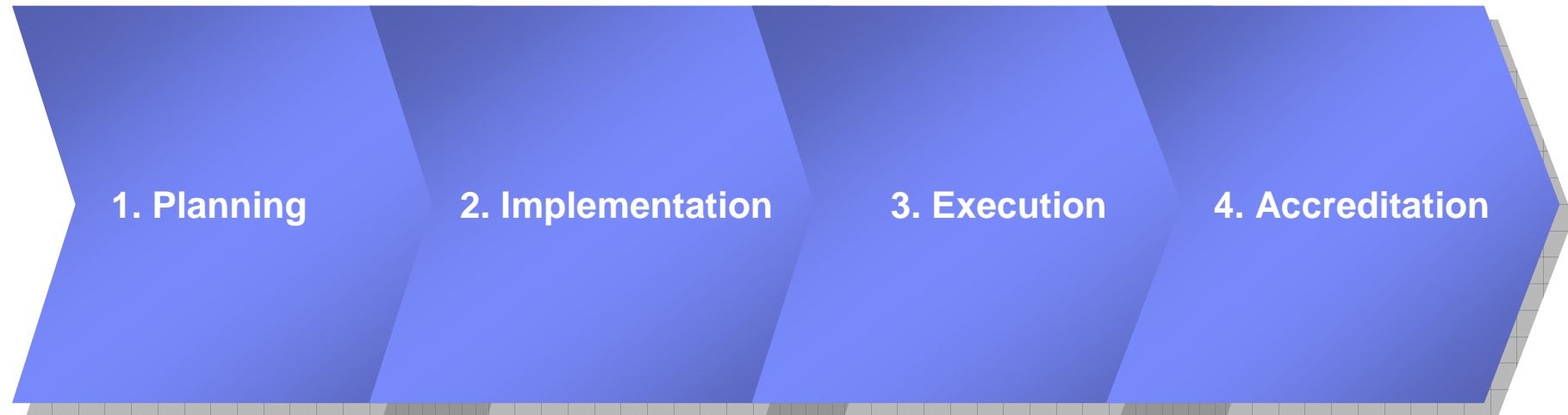
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So, how do you respond to these existing and new management challenges?

If you're about to take a trip in unfamiliar territory, you need to know three things...

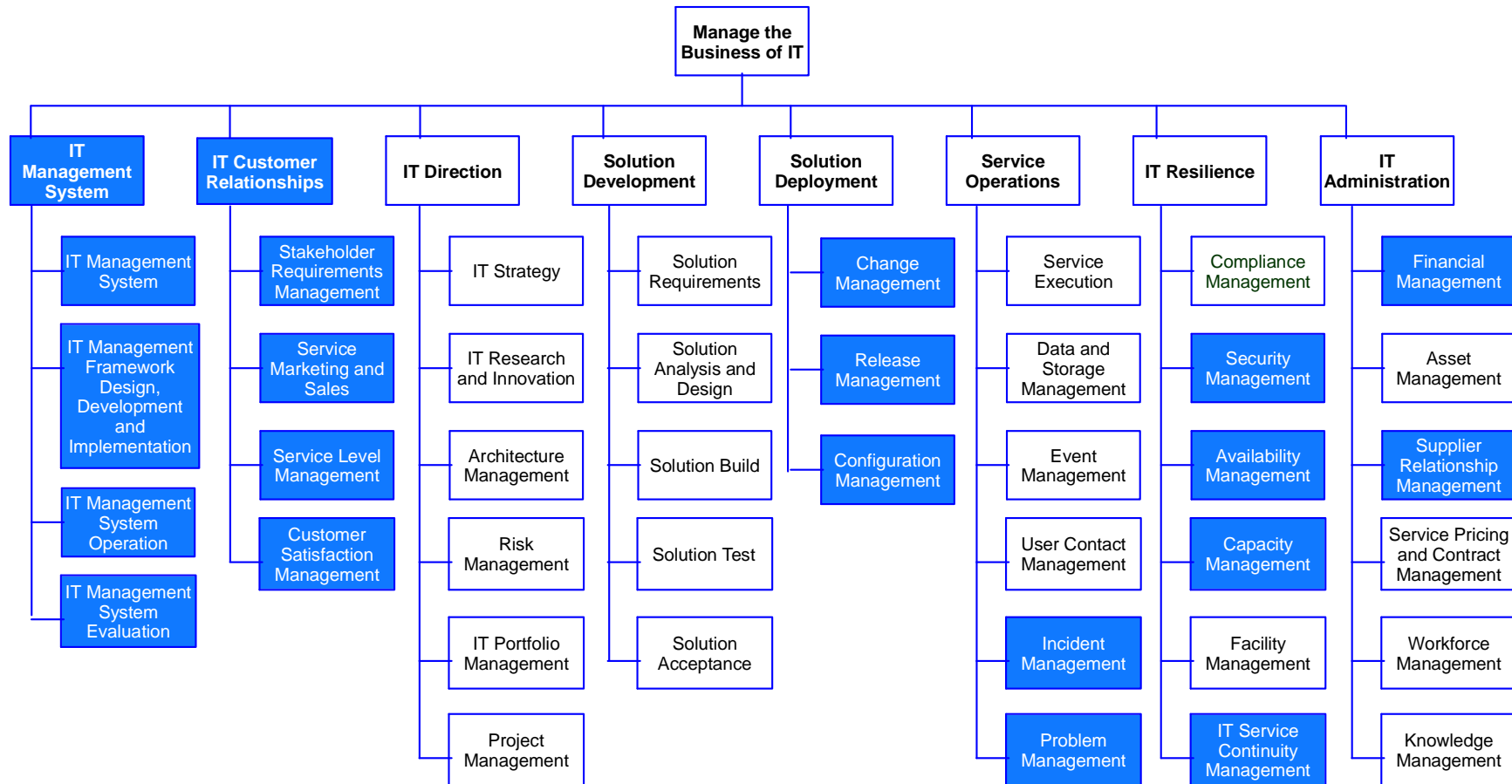


ISO 20000 Certification – Project Approach



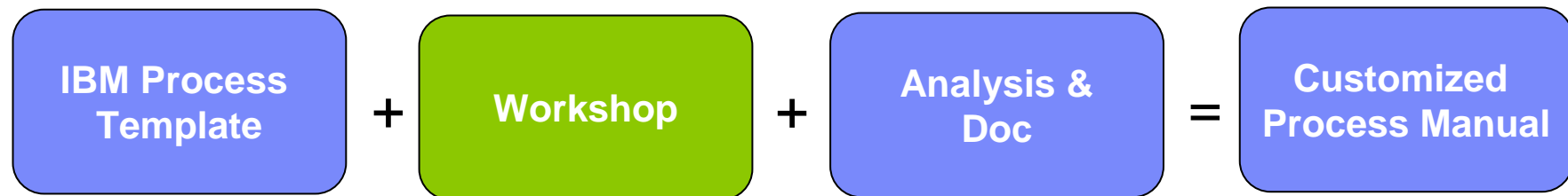
Activities	Project Planning	ITSM System Establishment	Service Promotion	Certification Audit
	Gap Analysis	Training	Data Record (3 mths)	
	Define Action Plan		Readiness Assessment	
Deliverables	Kick-off Meeting	ITSM Policy Manual	ISO20000 Mgmt Briefing	Audit Report
	Project Plan	ITSM Process Docs	Awareness Workshop	
	Gap Analysis Report	ITIL trainings	Process Guidance T3 Sessions	
	Improvement Plan	ISO20000 trainings		

IBM Process Reference Model for IT (“PRM-IT”) provides comprehensive and detailed process guidance for **ISO IEC 20000**

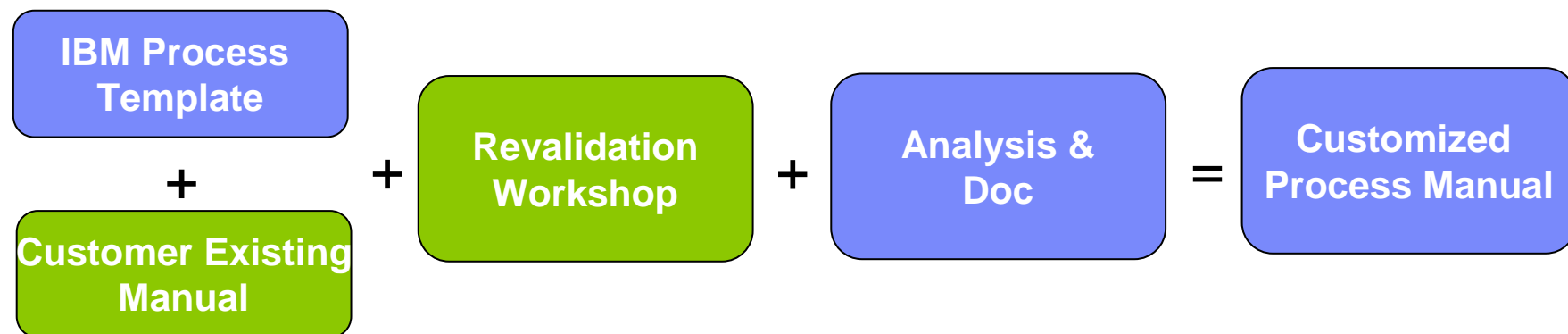


ISO20000 Process Collateral Establishment Approach

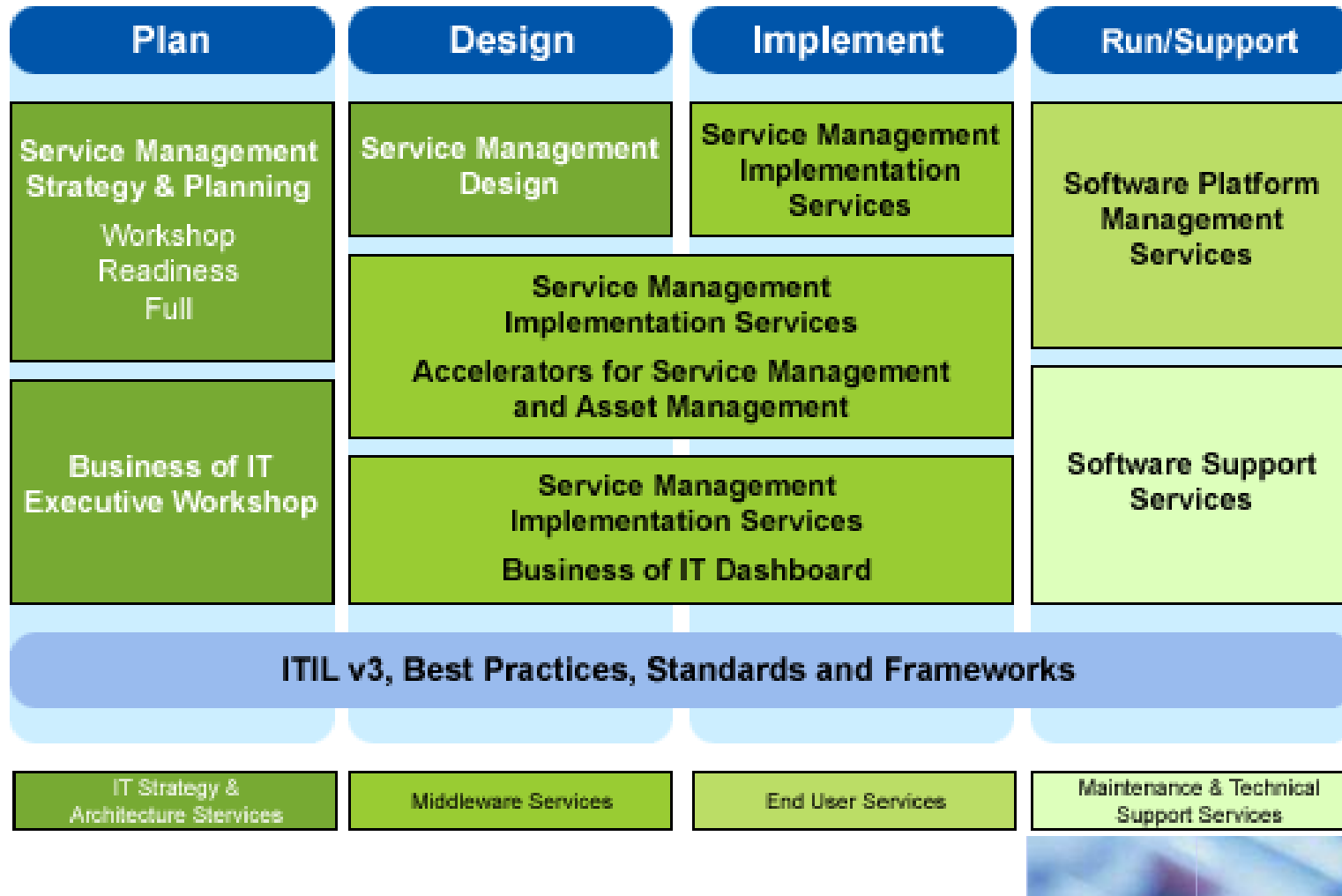
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2. Enhance type



IBM helps our customers improve their IT Service Management with our full service portfolio...



Thank you!





IBM Global Technology Services

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End of Presentation

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How could IBM help?

As a service management thought leader for more than 25 years, IBM has developed a project management–driven, disciplined approach

