

BS15000 and ISO20000 Frequently Asked Questions (FAQs)

1. What is BS15000?

BS15000 is the British Standard for IT Service Management. As of mid-December 2005, this is replaced by the international standard, ISO20000.

2. What is ISO20000?

ISO20000, or ISO/IEC20000 to give its full title, is the International Standard for IT Service Management. This is based on the British Standard, BS15000, with minor but not significant changes. ISO20000 was published in mid December 2005. Now the international standard has been published, the British Standard is withdrawn.

There is an appetite for an International Standard. BS15000 has become an accepted standard in many countries since certification became available in 2003. Companies currently accredited to BS15000 are not only in Great Britain but also in India, Germany, Spain, Portugal, China, Korea and USA. In addition, the British Standard has been adopted unchanged as a national standard in Australia, Korea, South Africa and Hungary.

An assessment can be carried out by external auditors from a recognised certification body to provide you with a conformance report and, if successful, a certificate for your organisation. ISO20000 provides a recognised accreditation against which an organisation can demonstrate to their customers that it's IT Service Management processes represent best practice.

The certification scheme for BS15000 run by *itSMF* has been updated to become the scheme for ISO20000.

3. I have been working to achieve BS15000 – is this wasted effort?

Because ISO20000 is so similar to BS15000, any preparation activities previously made for BS15000 will be equally valid for ISO20000. There are 16 changes to requirements in ISO20000, all of which are minor.

4. How does the transition from BS15000 to ISO20000 certification work?

The certification body, *itSMF*, has issued guidance on the transition which can be found on www.bs15000certification.com. This has been summarised below.

There will be a 6 month period from the date of publication (15th December 2005) of ISO20000 when companies can achieve certification of either BS15000 or ISO20000. This will allow those companies who have been preparing for BS15000 and do not wish to add the additional requirements of ISO20000 just yet to be certified against BS15000.

After this 6 month period (approx mid June 2006), all certifications will be to ISO20000.

Any companies that are already certified to BS15000 have 18 months from the date of publication of ISO20000 to move to ISO20000 certification i.e. by mid June 2007. This can be assessed by your RCB

(external auditor) at your next surveillance audit.

All BS15000 certificates issued will become invalid 18 months after the date of publication of ISO20000 i.e. in mid June 2007.

5. I have a BS15000 consultant/auditor qualification - what happens to that?

BS15000 and ISO20000 only have minor differences so your current qualification will be equally useful in supporting organisations with certification for ISO20000. You now need to understand the differences between the 2 standards. BSI has published a booklet to accompany ISO20000 that details the exact changes between the two standards – see www.bsi-global.com.

The full details are posted on www.bs15000certification.com . This has been summarised below.

All existing auditor and consultant certificates will remain valid and will not be replaced. You may describe yourself as having qualifications covering ISO/IEC 20000. A notice will be posted on the ITSMF and BS15000 web sites about the validity of certificates for anyone questioning this.

6. Isn't ITIL Best Practice?

Yes it is; and in fact ISO20000 incorporates all the ITIL Service Support and Service Delivery processes but goes further, by separating out Service Reporting and introducing 3 new processes covering Business Relationship Management, Supplier Management and Information Security Management. Additionally there are 3 management system processes.

ITIL is best practice guidance but it is not possible to be accredited as a company against ITIL. The standard is a specification which provides the company level accreditation to demonstrate the consistent use of best practice.

ISO20000 does not mandate the use of ITIL. However, demonstrating best practice in IT Service Management is of course far easier if it is underpinned by the use of ITIL.

7. How is conformance with BS 15000/ISO20000 demonstrated?

Conformance can be demonstrated in various ways, both internally and externally.

- internal reviews can be used to assess on a more detailed level whether the current IT service management processes conform to the standard and establish areas for improvement. These reviews might be part of an existing Continuous Service Improvement Programme.
- external reviews tend to be less detailed but are likely to be seen as more objective and so carry greater weight than internal ones since they are both impartial and independent.

If a Registered Certification Body (RCB - commonly known as an external auditor) conducts the external review and you meet the certification criteria, your organisation can become certificated as part of the scheme: you can then display the ISO20000 certification logo. This demonstrates that you have been independently assessed as having adequate controls and procedures in place and that you are able to consistently deliver a quality service.

There is a list of accredited RCBs on the web site www.bs15000certification.com.

You can gain ISO20000 certification either with or independent of ISO9000.

8. I Already Have ISO 9000 Certification So Why Do I Need BS 15000/ISO20000?

ISO9000 is a generally applicable quality management standard, which applies to many processes and is used by organisations in different sectors and industries. While it has many attributes and benefits that are valuable to your existing commercial relationship, it does not specifically assess your processes for IT Service Management best practice.

You should consider whether specific certification for the ITSM component of your business is important: if your organisation is within the IT service sector, then ISO20000 will provide differentiation from competitors and underpin Governance measures.

Your certification body will probably assess ISO9000 and ISO20000 together in order to be more efficient.

9. I Believe There Are Many Quality Standards and frameworks available. How Do They Compare and Overlap?

Most Quality Management Systems and frameworks, by their very nature, overlap with each other. The most common overlap will be in the areas of quality management, training, documentation audit and conformance.

There are many quality methods available and being unsure which one to implement is understandable: for example, you may have heard of MOF, Cobit, CMM, TickIT, Six Sigma, BS7799 and others. It is key to understand the scope and purpose of each one, and then to match this to what you are trying to achieve in your organisation.

ISO20000 is unique in that it is a standard for external corporate certification that mirrors [ITIL](#) Service Management principles:

- MOF, for instance, openly admits that it utilises ITIL principles, but also concentrates on the use of Microsoft products in its implementation.

- TickIT works in conjunction with ISO9000 and focuses on application development and project management.

- CoBIT focuses on corporate governance and can be used with ITIL.

- Six Sigma is a process improvement tool but is not specific to ITSM and can be used with ITIL

- CMM is a maturity measure for primarily application development and project management processes

- BS7799 (now replaced by ISO27001) is the standard for Information Security management. The information security requirements of ISO20000 are a subset of this standard.

10. Will ISO20000 be readily understood by anyone with ITIL qualifications?

ISO20000 and ITIL share common terminology so the short answer is yes. Remember that conformance is also based on demonstrating appropriate training and skills to deliver the services being accredited so ITIL training should form a significant part of your Best Practice programme.

11. Our IT Is Distributed Around the UK (and even overseas). Can Sites Be Certified Separately?

Yes. Eligibility is based on demonstrating management control of all processes within the ISO20000 standard relative to the scope of certification. A certification may be scoped by specific sites, departments, or by IT services irrespective of location.

12. What Are the Benefits of ISO20000 Certification?

Developing a ISO20000 standard compliant IT service organisation will take time and will often lead to some organisational change. However the benefits of having a proven, conformant best practice IT service provision are:

- A more competitive business
- Aligned IS/IT strategy with the overall business strategy
- Managed and reducing risk
- Managed and reducing costs
- Faster time to implement change
- Improved reliability and availability of service, leading to improved customer satisfaction
- Suppliers and partners will become more integrated and service focused
- Possibility of benchmarking with other organisation.

13. Are customers already asking for BS15000 or ISO20000 in tender documents?

Yes. We have seen a number of customers asking for statements of supplier conformance, accreditation plans and quality management policies: some are quoting BS15000 specifically as the service requirement. It is likely that this movement will grow and, quite simply, if a prospective supplier cannot demonstrate such conformance, they may not be considered during a tendering exercise.

Even if a customer doesn't ask for certification, your service is more likely to be chosen over that of a competitor who does not demonstrate BS15000 or ISO20000 certification, providing competitive advantage.

14. Why should I choose Fox IT to help my organisation with ISO20000?

Fox IT has an integrated range of services covering training and consultancy to support you in moving your organisation towards ISO20000 accreditation. The offerings are:

- [ISO20000 Awareness](#) course, a 1-day or half-day single organisation course
- [BS15000 Essentials](#) course, a 3-day course for consultants resulting in an accredited qualification
- [BS15000 Auditors](#) course, a 2-day course for internal and external auditors resulting in an accredited qualification
- [Planning to Implement ISO20000](#), a 1-day course to support you in the journey to gain ISO20000 accreditation
- [ISO20000 Compliance](#) assessment service
- [FoxPrism for ISO20000](#) – a process modelling tool which will speed up your move to ISO20000
- [Preparing for ISO20000](#) – a unique consultancy service which supports you from the initial business case through assessments to improvements and working with the audit body to gain accreditation

Fox IT is at the forefront of standards and best practice in IT Service Management. Lynda Cooper, International Client Director (ICD) for Fox IT, is one of the authors of BS15000 and ISO20000 and continues to be active on the BSI committee for IT. Vernon Lloyd, also an ICD with Fox IT, is chair of

the *it*SMF Qualification and Certification Committee which deals with the BS15000/ISO20000 certification scheme. Ralph Gray, principal consultant and course manager for all ISO20000 courses, was a key sponsor of BS15000 becoming an Australian national standard.

The consultancy and training offerings for ISO20000 delivered by our consultants who are accredited and experienced in BS15000/ISO20000 and the underpinning best practice, ITIL.

Many companies moving towards BS15000 or ISO2000 have chosen Fox IT as their Best Practice partner for exactly those reasons.

15. How much will it cost and how long will it take?

Every organisation is different so there can be no single answer. Your existing level of maturity in service management, the scope of the audit, the size of your company, the resources that can be dedicated to the certification programme will all impact on the time to gain ISO20000. For this reason, Fox will always recommend that organisations undertake an assessment of their current compliance before deciding on an accreditation plan: this produces a realistic and achievable approach which maximises the chance of early success.

16. How do I find out more?

Contact Fox IT at ISO20000@foxit.net to arrange a visit to discuss your requirements.

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