



ISO/IEC 20000: Guia De Bolsillo

Jan van Bon



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A quick and accessible to a universally adopted standard. This standard is based on ITIL which is also very widely known and used. ISO 20000 describes Service Management standards that must be attained for corporate accreditation. BS15000, the standard dedicated to IT service management, has now become an ISO standard (ISO 20000). The goal of this Pocket Guide is to provide an easy to read document that explains the nature, content and aim of ISO 20000 / BS15000. It should bring ISO 20000 within reach of a vast international audience at a higher speed, by providing an easy accessible pocket guide: To promote the awareness and the acceptability of ISO 20000 as a valid standard for IT Services organisations To support ISO 20000 training and certification To produce a quick reference to the core content of ISO 20000, for practitioners

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