

• Submit your application to help us understand your requirements.

• Our auditors evaluate your organization's documentation, policies, and processes against the requirements of the standard

• Our auditors verify the implementation and effectiveness of your management system against the requirements of the standard.

• If any non-conformities are identified during the audits, you'll have the opportunity to address them.

• IAS grants ISO Certification post successful audit.

ABOUT THE ISO/IEC 20000-1 **STANDARD**

ISO/IEC 20000-1 is an internationally recognized standard for IT Service Management Systems (ITSMS). It provides a structured framework for delivering effective IT services and ensuring customer satisfaction. ISO/IEC 20000-1 focuses on key principles:



SERVICE DELIVERY AND **MANAGEMENT**



RELATIONSHIP MANAGEMENT



PLANNING AND IMPLEMENTING SERVICE MANAGEMENT

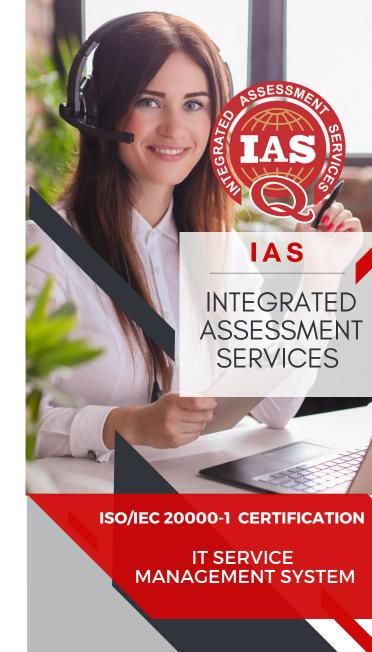


CONTINUAL IMPROVEMENT



PERFORMANCE MEASUREMENT **AND MONITORING**

Elevate your IT service quality with ISO/IEC 20000-1, ensuring efficient IT service delivery, customer satisfaction, and adherence to industry best practices.







www.iascertification.com



enquiry@iascertification.com

Unlock Success with Integrated Assessment Services:
Your Path to Certified Excellence!

WHY CHOOSE IAS?



Our skilled auditors have over 15 years of industry experience to provide valuable insights during the certification process.



We tailor our services to meet your specific needs, ensuring a seamless certification journey.



We are with you beyond certification, assisting with maintenance and updates as your business evolves.



Our certification services are internationally recognized, giving you a competitive edge.







- Strengthened internal collaboration among IT teams
- Compliance with IT service management regulations and standards
- Opportunities for business growth and expansion through enhanced IT service capabilities