ISO/IEC 20000-1:2005 Implementation Benefits

ISO 20000 Clause	ISO 20000 Process	ISO 20000 Benefit
Requirements for a Management System	*Management Responsibility* *Documentation Requirements* *Competence, Awareness & Training*	A Management System ensures key levels of the organization are involved and informed. Documentation requirements ensure not only the ITSM documents are secure and accessible, but it moves an organization to better management of information. Using tools such as Sharepoint or a document repository software is a business benefit beyond the ITSM. Intrinsic value to the whole organization is gained by requiring ongoing competence of the ITSM service providers.
Planning and Implementing Service Management	*Plan, Implement, Monitor, Improve* *(Plan, Do, Check, Act)*	The overall benefit of implementing ITSM is the commitment of the organization and the continuous improvement of the system. The ITSM Provides a benchmark comparison with best practices and creates competitive advantage through the promotion of consistent and cost-effective services. The service provider's customers can be satisfied that ongoing periodic compliance audits undertaken by independent assessors provide some assurance that the standard is being maintained within the organization
Planning New Services	*Planning and Implementing New or Changed Services*	A new service is required to be planned and assurances made that adding the new service will not impact the existing services. Significant changes to an existing service requires a full change management review and utilizes the value of the remaining clauses. Through the creation of a consistent approach, this standard aids major organizational changes.
Service Delivery Management	*Service Level Management* *Service Reporting* *Service Continuity & Availability* *Budget & Accounting for IT Services* *Capacity Management* *Information Security Management*	These processes are the nuts and bolts of IT Services. This standard inter-relates the processes to ensure cohesive delivery and sustainability. Requirement of risk identification and risk management is critical to the identification of a business's tolerance to a failure and thus can potentially reduce cost in terms of external service receipts. Service providers are able to benchmark their IT Service Management against the requirements of the standard.
Relationship Process	*Business Relationship Process* *Supplier Management*	These processes are co-mingled and this standard addresses the role of the service provider (the IT group for example), who logically fills a role between supplier(s) who support the defined services and the customer, who received the services. Organizations benefit from the improved relationship between different departments through better definition and more clarity in terms of responsibility and goals of the services to be delivered.
Resolution Process	*Incident Management* *Problem Management*	These processes are for critical all IT service providers. Being able to resolve, manage and document failures to the services can result in proactively mitigating future issues. Tying the data in with the Management Reviews ensures that trends are reviewed and methods for continuous improvements are made.
Control Process	*Configuration Management* *Change Management*	More inter-related processes that are key components within Service Delivery and found today in most IT departments. The standard defines very specific elements of the existing processes to ensure the integrity of the delivered service.
Release Process	*Release Management*	The Release management process ensures a test and release cycle that formalizes a basic business need to ensure the release of changed or new service has had a formal review to ensure the integrity of the service and that of other service components that might be impacted.