



ISO/IEC 20000
IT SERVICE MANAGEMENT
SYSTEMS CERTIFICATION

ISO/IEC 20000 is a Service Management Systems (SMS) standard which specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. Most importantly, ISO/IEC 20000 certification validates that a company can continuously improve the delivery of their IT services.

By obtaining ISO/IEC 20000 certification, you will enable your company to have reliable, effective, consistent and continually improved IT services.




PECB MS is specialized in the certification of management systems on a wide range of international standards. As a global provider of audit and certification services, PECB MS offers its expertise on multiple fields, including but not limited to Information Security Essentials.

Benefits of ISO/IEC 20000 certification to your organization:

- Globally recognized Certification
- Decrease in number of incidents and enhancement of incident management
- Increased customer satisfaction with quality service delivery
- Better comprehension of responsibilities and business targets
- Ability to manage and protect the organization, assets, stakeholders and management
- Improving organization reliability
- Improvement of response times with minimal disruptions to IT service
- Attaining financial savings by efficiently managing costs
- Ensured continual improvement
- Boosting awareness towards legislative and regulatory acquiescence

Benefits of ISO/IEC 20000 certification to your customers:

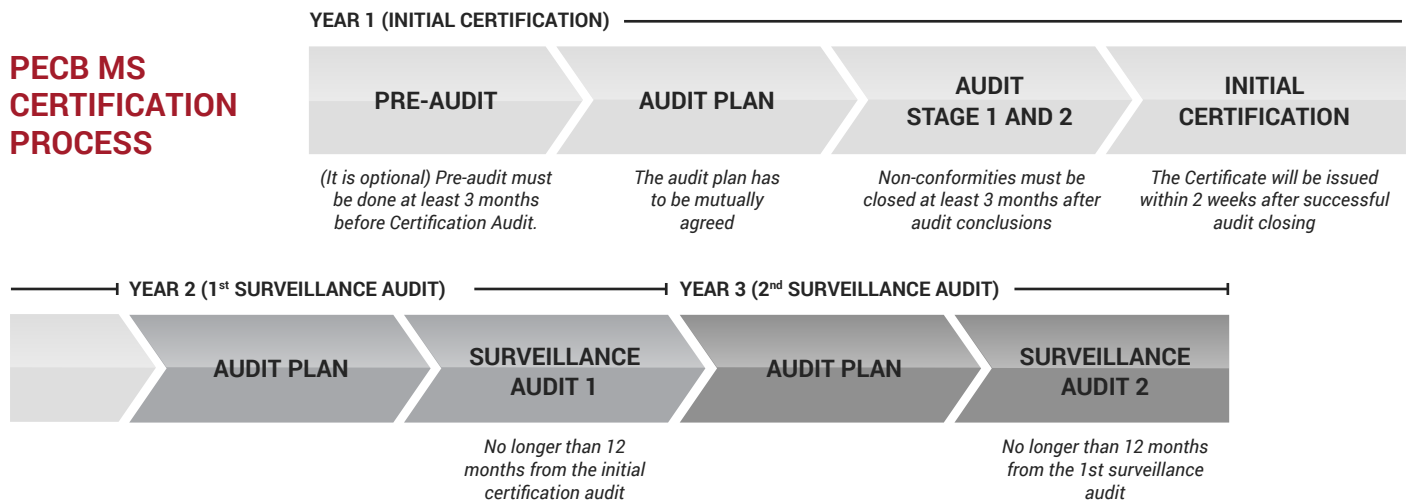
- IT service delivery on time
- Less IT related incidents and vulnerabilities
- Increased credibility and trust



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We help organizations to show commitment and competence with internationally recognized standards by providing this assurance through certification against rigorous, internationally recognized competence requirements. With a global coverage of over 150 countries worldwide, our mission is to provide our clients comprehensive services that inspire trust, continual improvement, demonstrate recognition, and benefit society as a whole.

To find out how you can obtain the ISO/IEC 20000 Certification, contact ms@pecb-ms.com



RE-CERTIFICATION AUDIT

Within two months before the triennial certificate expiration