

# TÜV NORD CERT

## Certification of ITSM Systems:

### A logical approach to IT Service Management



In today's competitive environment, organizations need high performance, high-quality and reliable IT Service Management systems to support their business processes. As globalization continues, these ITSM systems will become even more vital. Errors and failures not only lead to financial loss, but also to a loss of reputation and reduced confidence on the part of clients.

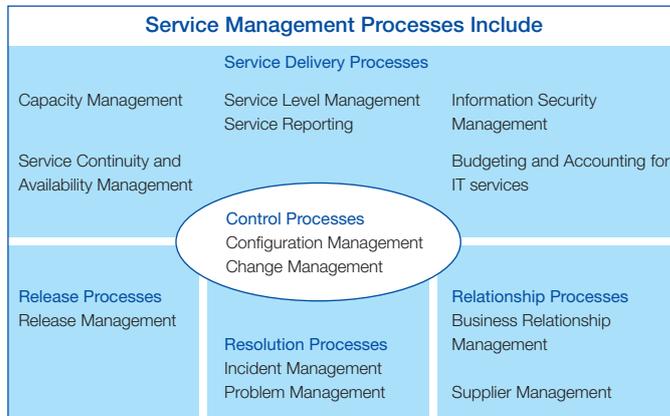
#### IT-Service Management - Your key to success

IT-Service Management and the smooth running of the business processes it supports are basic prerequisites for high-quality performance and the ability to win in today's competitive environment. They also play an important part in attracting new client groups and in opening up new markets.

Standard ISO 20000-1 sets clear requirements for companies and organizations in order to integrate the different service management processes systematically into their management systems. The focus is on the Best Practice approach of ITIL®.

#### Proven effectiveness

Certification by TÜV NORD CERT offers companies and organizations many benefits - both internally and externally. Inside the organization, the certification in particular creates increased focus on efficient IT management. We also give you starting points as to how IT can best be systematised, enhancing quality and availability. Any possible weaknesses can be more easily identified and eliminated.



#### The benefit for you!

- Greater confidence on the part of internal and external clients
- Proof of best practice
- Continual improvement of processes through introduction of Best Practice
- Reliability and cost-efficiency in the provision of IT services

## Our know-how - for your success

TÜV NORD CERT is a well-established certification company on the international stage with a long-standing tradition of service to many clients at the very highest level. Our certificates are respected and recognised all over the world. TÜV NORD CERT inspectors are highly-qualified specialists and experts in their respective fields. They have extensive knowledge based on experience, are independent and are generally permanently employed by TÜV NORD.

This means that independence, neutrality and continuity are ensured in our relationships with our clients. Our auditors work with you and support the development of your company, giving you objective feedback on the status of your management system.

## The route to your certificate

The prerequisites for certification are installation of the service, delivery, control, release, resolution and relationship processes. Following this, certification is implemented in the following stages:

- Initial information process
- Audit preparation
- Document review
- Audit
- Issue of certificate

The certificate is valid for three years, and is confirmed within this period by annual surveillance audits. Amending audits are also possible in order to include changing conditions (such as for example new technologies or locations) into the certification.

Our service is aimed at all companies and organizations who need IT service processes in order to implement their business operations, whether as an internal or external service provider. (User Help Desks, Research Centres or IT Service Centres.).

For ongoing protection of your information we recommend certification according to ISO 27001 (Information Security Management Systems). You benefit twice over!

## Interested?

Please send us your response by fax.

We are looking forward to hearing from you.

**Yes, I am interested in certification according to ISO 20000-1. Please contact me:**

**Sender** (Please use block capitals)

Company .....

Postcode/Town .....

Mrs./Mr. ....

Phone .....

Position .....

Fax .....

Street No. ....

E-mail .....

## Contacts:

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