

The ITIL® – ISO 20000 Bridge

Factsheet

If your task at hand is to achieve ISO 20000 certification, the ITIL® - ISO 20000 Bridge, in combination with the ITIL® Process Map V3, offers the ideal way to get started, keep track of your progress towards ISO 20000 compliance, and prepare yourself for the certification audit.

Target Groups

The ITIL® – ISO 20000 Bridge is designed for IT organizations or IT service providers which

- need to conduct an initial assessment as to what gaps must be closed in order to become ISO 20000 compliant
- are preparing themselves for a certification according to ISO 20000

Benefits of using the ITIL® - ISO 20000 Bridge

Because of its unique combination of ISO 20000 requirements, process models and document templates, the ITIL® - ISO 20000 Bridge together with the ITIL® Process Map V3 allow you to save time and effort during a typical ISO 20000 project:

- At the beginning of your ISO 20000 initiative, it makes it possible for you to understand what exactly it means for your IT organization to become ISO 20000 compliant (what should you aim for and how much change is needed?).
- The process templates make the huge task of designing ISO 20000 compliant processes for your IT organization manageable. Rather than starting with a blank page, you are able to modify existing process models.
- The checklists support the creation of ISO 20000 compliant documents and records. Again, you are able to modify existing documents rather than starting with a blank page.
- Our well-structured and coherent process models guide you on your way to creating a high-quality process documentation which is able to stand up to a certifier's scrutiny.
- A certifier will check if all IT staff have a basic understanding of your processes. The graphical representation of the processes is a big advantage in this respect.

Contents of the ITIL® - ISO 20000 Bridge

The ITIL® – ISO 20000 Bridge is designed to be used in combination with the ITIL Process Map V3. For every requirement you will find specific suggestions on how those requirements can be fulfilled - the ideal way to quickly understand what exactly it means for your IT organization to become ISO 20000 compliant.

A set of diagrams relates the standard's 173 single requirements (Part 1: Specification - these are the mandatory requirements) to the ITIL processes and documents/ records.

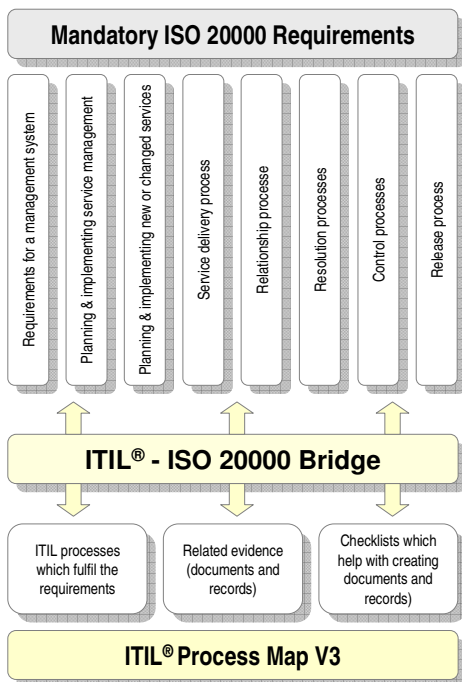
You are thus able to start from the ISO 20000 requirements, and to open compliant process models and checklists with a mouse-click.

In addition, the ITIL® – ISO 20000 Bridge contains the original ISO 20000 documents (Part 1: Specification, Part 2: Code of Practice and Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1).

Versions and Platforms

The ITIL® – ISO 20000 Bridge is designed for use in combination with our ITIL reference process model - the ITIL® Process Map V3. It is available in English and German for the same platforms/ applications as our ITIL process model:

- Microsoft Visio™
- the ARIS Process Platform™ by IDS Scheer AG
- Corel iGrafx® Flowcharter™/ Process™



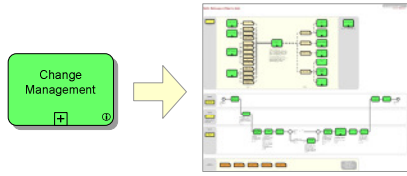
ITIL® – ISO 20000 Bridge: A Summary of the Features

The **"Documents and Records"** column states the documents and records which should be present in your organization in order to demonstrate compliance with a requirement. Your certifier will look for those documents and records as evidence that a certain process is actually alive.

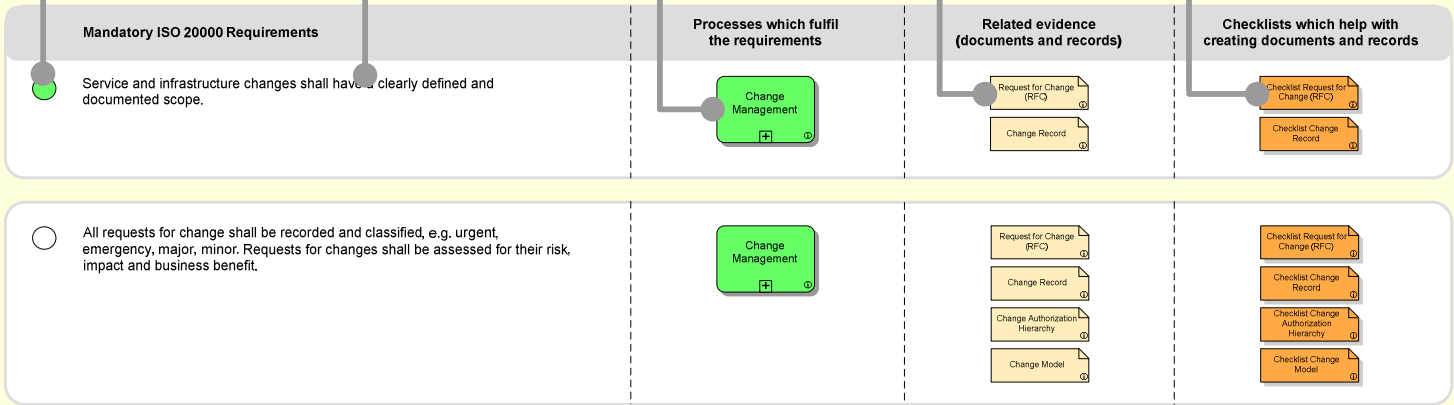
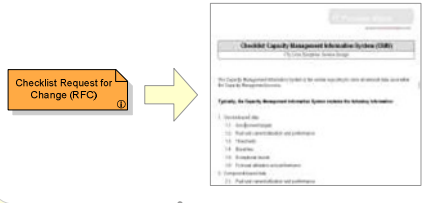
The **"Requirements"** column contains all 173 requirements as an exact copy of the original ISO 20000 document (Part 1 - Specification).

The **circles next to the requirements** can be used for color-coding: Green circles indicate the requirements which are already fulfilled. You are ready for the certification audit once all circles are green.

The **"Processes"** column states for each requirement which process(es) from the ITIL® Process Map V3 - when implemented - fulfill the ISO 20000 requirements. A mouse-click takes you right into the process diagrams of the ITIL® Process Map V3 and see what an ISO-20000-compatible process should be like:



The **"Checklist"** column contains links to templates which explain in more detail what your documents and records should be like. From here the Checklists of the ITIL® Process Map V3 can be opened with a mouse-click:



About IT Process Maps GbR



IT Process Maps GbR was founded in 2006, drawing on many years of experiences in the fields of IT Management as well as Process and Project Management. IT Process Maps GbR specializes in the provision of Reference Process Models for the IT organization based on time-tested Best-Practice recommendations.

More Information

At www.en.it-processmaps.com you can learn more about us and the ways the ITIL® Process Map V3 can be applied.

IT Process Maps GbR
Stefan Kempter and Dr. Andrea Kempter
Am Hörnle 7
87459 Pfronten
Germany
Tel. + 49 8363 92 73 96
Fax + 49 8363 92 77 03
info@it-processmaps.com
www.en.it-processmaps.com

Member of itSMF