

# The ITIL® – ISO 20000 Bridge

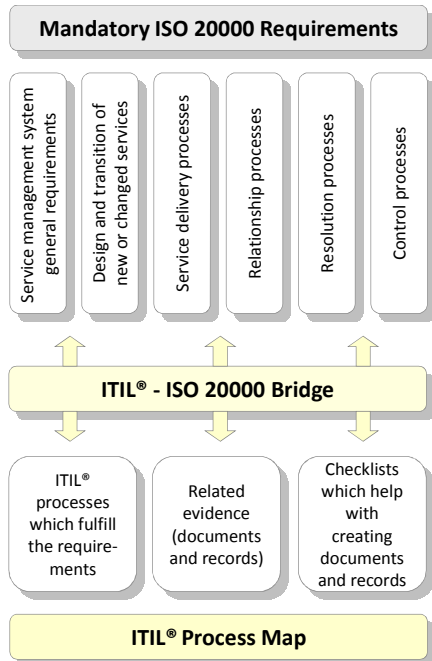
## Factsheet

If your task at hand is to achieve ISO 20000<sup>1)</sup> certification, the ITIL® - ISO 20000 Bridge, in combination with the ITIL® Process Map, 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 are preparing themselves for a certification according to ISO/IEC 20000.

1) The ITIL® – ISO 20000 Bridge is based on ISO/IEC 20000:2011.



### 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 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. 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 147 single requirements (Part 1: Service Management System 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.

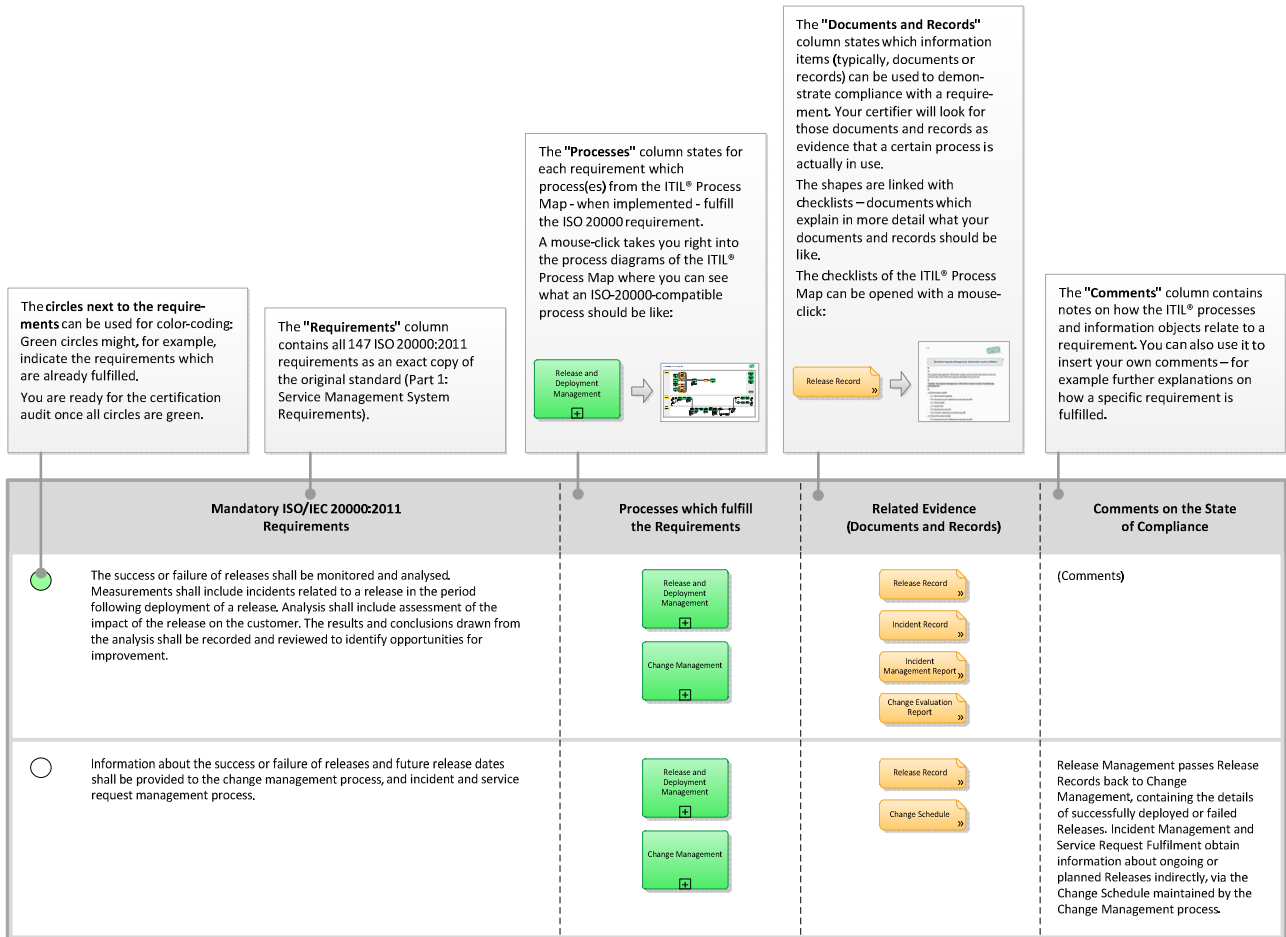
In addition, the ITIL® – ISO 20000 Bridge contains the original document ISO/IEC 20000: 2011 Part 1: Service Management System Requirements.

### Versions and Platforms

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

- Microsoft Visio™, ARIS™, iGrafx® Flowcharter™/ Process™, Holocentric™ Modeler (engl.), Primero™ and IBM® Rational® System Architect® (engl.).

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



## About IT Process Maps GbR



IT Process Maps GbR was founded in 2006 by Stefan and Andrea Kempter as a privately held company in Bavaria, Germany. Its focus is on the provision of process know-how "out of a box" for IT organizations. The company's flagship product, the ITIL® Process Map, is a unique ITIL® Reference Process Model, used by leading businesses worldwide from a broad spectrum of industries to successfully implement ITIL and ISO 20000.

The company forged a number of partnerships in order to be closer to its customers from different parts of the world: USA/ Canada, Australia, Middle East, UK, Switzerland and Scandinavia.

### More Information

At [www.en.it-processmaps.com](http://www.en.it-processmaps.com) you can learn more about us and the ways the ITIL® Process Map can be applied.

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