



**Roadmap To
ISO/IEC 20000 IT Service Management System**



趋势引领信息咨询有限公司
Trendsetting Consulting Co., Ltd.

About us

What We Do

Trendsetting is the leading IT training & consulting company in China specializing in IT service management and information security. The key to our client service is our ability to integrate our know-how in the world's leading management approach with our clients' business. The close relationship with responsible government authorities, renowned certification institutions, fortune 500 companies and universities enable us to track the latest development in standards and policies, absorb successful experiences, and therefore benefit our clients in providing them with most updated and authorized information and consulting service.

Our People

With strong backgrounds in IT industry, Trendsetting's seasoned professionals maintain original understanding and have formed special approaches in standardizing service process, lowering IT operation cost, improving risk management capability, and establishing IT service quality system.

Our Service

Trendsetting assists our clients in implementing ITIL (IT Infrastructure Library), establishing ITSM (IT Service Management) system and ISMS (information Security Management System), and provides ISO 9000 (quality certification), ISO 20000(IT service management certification) and ISO 27001(information security certification) consulting services.

Our Mission

To deliver advanced IT Management concepts and share our successful experience; to improve maturity level of IT operation management and IT project management.

IT Service and Management

ISO 20000 sets out best practice for IT service providers, including both internal departments delivering within an organization and outsourced services. Facing conflicting business conditions such as time and cost, providers often find themselves spending too much time reacting to problems rather than spending time preventing them. Good providers will be planning, training, investigating and working with customers to ensure problems do not occur in the first place.

ISO20000 benefits

- ✓ **A more competitive business**
- ✓ **Aligned IS/IT strategy with the overall business strategy**
- ✓ **Managed and reducing risk**
- ✓ **Managed and reducing costs**
- ✓ **Faster time to implement change**
- ✓ **Improved reliability and availability of service, leading to improved customer satisfaction**
- ✓ **Suppliers and partners will become more integrated and service focused**
- ✓ **Possibility of benchmarking with other organizations**

Roadmap to ISO20000

- **Select scope of ISO20000**
- **Service Delivery Processes**
 - ◇ Service Level Management
 - ◇ Availability Management
 - ◇ Capacity Management
- **Relationship Processes**
 - ◇ Business Relationship Management
 - ◇ Supplier Management
- **Resolution Processes**
 - ◇ Incident Management
 - ◇ Problem Management
- **Control Processes**
 - ◇ Change Management
 - ◇ Configuration Management
- **Release Process**
 - ◇ Release Management
- **Management buy-in**
- **Gap analysis**
- **Documentation management**
- **Perform internal audit**
- **Management review**
- **Management commitments**
- **Plan-Do-Check-Act cycle**

Contact us

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