



**INTERNATIONAL
CERTIFICATION BODY**
AUDIT | TRAINING | CERTIFICATION | ASSURANCE



ISO/IEC 20000-1:2018

IT Service Management Systems

www.mqa.international



ISO/IEC 20000-1:2018

ISO/IEC 20000-1 is defined as the internationally recognized standard that specifies requirements for an organization to establish, implement, maintain, and continually improve an IT Service Management System (SMS). The requirements specified in this standard include the planning, design, transition, delivery, and improvement of services to meet the service requirements and deliver value.

The current version of ISO/IEC 20000-1:2018 was released in September 2018.

By obtaining ISO/IEC 20000-1 certification, you will enable your company to have reliable, effective, consistent, and continually improved IT services.

Benefits of ISO/IEC 20000-1:2018 Certification

ISO/IEC 20000-1 helps organizations to ensure their customers consistently receive high quality IT services, which in turn brings many benefits where some benefits are mentioned below:



Improved Service
Delivery



Increased Customer
Satisfaction



Reduced Operating
Costs



Less Incidents &
Vulnerabilities



Increased Focus
on Risks



Greater
Compliance



Gain Competitive
Advantage



Improved stakeholder
relationships



International
Recognition

Journey to ISO/IEC 20000-1:2018 Certification

ISO/IEC 20000-1 Certification is a 3rd party audit performed by MQA, during the audit we will verify that your organization is following the requirements of ISO/IEC 20000-1, if received positive results then we will issue an ISO/IEC 20000-1 certificate. This certification is then maintained through annual surveillance audits by MQA, with re-certification of the ISO/IEC 20000-1 Certification after three years. See below cycle to know how you can get started on the road to certification:

MQA Certification Cycle

Year 1		
Step 1.1 (Initial Application) <ul style="list-style-type: none">• Client request a quotation.• MQA will assess Client's requirements.• MQA will share proposal with client.• Client signed the 3-year Certification Contract with MQA.	Step 1.2 (Certification Audit) <ul style="list-style-type: none">• MQA will conduct:<ul style="list-style-type: none">• Gap Assessment (Readiness Review)• Stage-1 Audit (Documentation Review)• Stage-2 Audit (Implementation Review)• MQA Auditor will share the audit reports to MQA's Certification Decision Committee.	Step 1.3 (Certificate Management) <ul style="list-style-type: none">• If certification decision is positive, then certificate is issued by MQA.• If certification decision is negative, then verification audit is planned by MQA.• Client will receive the MQA Portal access to:<ul style="list-style-type: none">• View the Audit Reports.• Download the ISO Certificate.• Review & Respond to Audit Findings, etc.
Year 2 & 3		
Step 2.1 (Renewal Request) <ul style="list-style-type: none">• MQA request for renewal.• Client agreed for Surveillance Audit.	Step 2.2 (Surveillance Audit) <ul style="list-style-type: none">• MQA will conduct a Surveillance Audit• MQA Auditor will share the audit reports to MQA's Certificate Decision Committee.	Step 2.3 (Certificate Management) <ul style="list-style-type: none">• If no critical non-conformity is found, then the certificate is renewed by MQA.• If any critical nonconformity is found, MQA will plan a verification audit.• Client have the MQA Portal access to:<ul style="list-style-type: none">• View the Audit Reports.• Download the ISO Certificate.• Review & Respond to Audit Findings, etc.



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Stay Updated!

