

BS15000 and ISO20000 – An introduction

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History

It has a long pedigree being underpinned by ITIL service management best practices. The first version of the standard was published in 2000. Knowing that this version was to yet truly ready for a certification scheme, the BSI committee set up an early adopters programme to trial the standard and related self-assessment workbook. The early adopters were a group of companies seriously interested in BS15000. Represented companies included Barclays, BBC, Centrica, CGEY, Co-operative bank, GlaxoSmithKline, Police IT Organisation, Yorkshire Building Society and Xansa.

Following this trial, various recommendations for improvement were made and the standard as we know it now was published in 2002. The certification scheme for organisations to be certified against BS15000 was launched in November 2003 by the ITSMF (IT Service Management Forum) and is entirely in line with the ISO9000 certification scheme. External auditors must be approved by ITSMF and are known as Registered Certification Bodies (RCBs) who are listed on the BS15000 web site.

The framework of service management guidance is represented below:



A global standard

This certification was in high demand not only in Britain but also in other countries around the world. Four countries took the British Standard to become a national standard in their own countries - Australia, South Africa, Hungary and Korea. Companies have gained BS15000 certification in India, Germany, Spain and the USA as well as Great Britain.

BS15000 has been accepted by the International Standards Organisation (ISO) to become an international standard, ISO/IEC 20000. This will be more commonly known as ISO20000 and will be published in December 2005 with only minor changes from BS15000. Once the international standard has been published, then BS15000 and the other country standards will be withdrawn.

Individual qualifications

In addition to corporate certifications, there are 2 individual qualifications available for BS15000. The BS15000 consultant certificate is aimed at those who will consultant on and support organisations, either internally or externally, to achieve BS15000. The BS15000 auditor qualification is aimed at internal and external auditors who will be auditing against BS15000. These courses are offered by various accredited training organisations listed on the BS15000 web site. There is interest from around the world in these courses including Europe, USA, China, India and Australia. All courses will shortly transfer to become relevant to ISO20000.

Scope of the standard

The standard requires an IT Service provider, either internal or external, to satisfy requirements for all processes as shown in the process model below. The processes cover the 10 core ITIL processes and bring in 8 additional areas to provide a complete view of IT Service Management.



The scope does allow for some of the processes to be outsourced as long as management control can be shown over those outsourced processes.

The standard aligns with ISO9000 in the management system requirements. Indeed those companies with ISO9000 should already find that they satisfy some of the requirements of BS15000. BS15000 can be achieved either in conjunction with ISO9000 or stand alone. BS15000 also links with BS7799. The requirements for information security management within BS15000 are a sub set of those in BS7799. Those companies already certified to BS7799 level should have already satisfied all those requirements in BS15000.

Why achieve BS15000

There are various drivers for wanting to gain BS15000 and, as will be seen from the list of companies who have achieved it so far, they are many and varied. An independent certification offers an industry recognised benchmark of quality.

Many IT service providers have gained or are planning to gain BS15000. The certification proves that the provider can offer best practice in service management and service delivery. More importantly, the certificate ensures that an organisation gains all the benefits of utilising best practice in service management. Many companies claim to implement ITIL best practice but these are often selective implementations which are not independently checked. With BS15000 as with any other standard, the use of best practice will be assessed annually ensuring that all the benefits often promised are truly gained. These benefits will cover improved quality of service, cost savings, reduced risk and continuous improvement.

Further Information

There are various publications available to support the standard and all will shortly be updated to reflect ISO20000:

- BS15000 - part 1 and part 2 - BSI publication
- PD0015 - self assessment workbook - BSI publication
- A Manager's guide to service management - BSI publication
- Achieving BS15000 series - BSI publications
- BS15000 pocket guide - ITSMF publication

The web site also points to useful information: www.bs15000certification.com

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