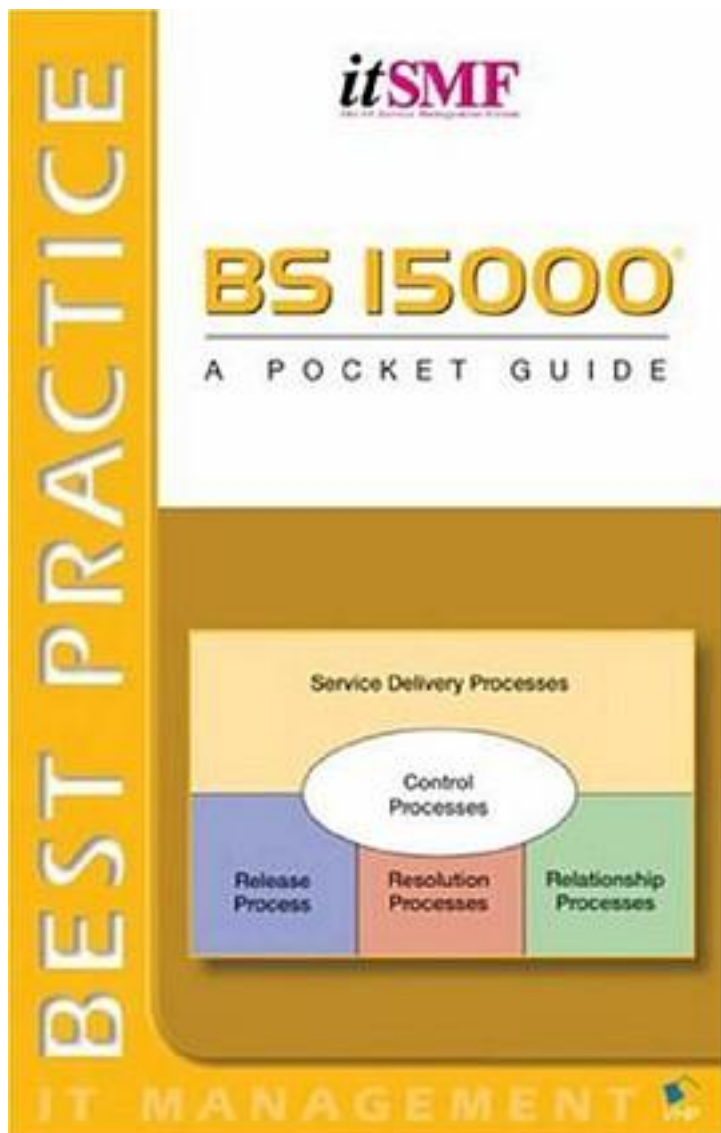


BS 15000



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A Pocket Guide to ISO 20000, the new IT service management standard. A well-known standard adopted by many organisations globally. Endorsed by itSMF International (IPESC).

BS15000, the standard dedicated to IT service management, has now become an ISO standard (ISO 20000). The goal of this Pocket Guide is to provide an easy to read document that explains the nature, content and aim of ISO 20000 / BS15000. It should bring ISO 20000 within reach of a vast international audience at a higher speed, by providing an easy accessible pocket guide: to promote the awareness and the acceptability of ISO 20000 as a valid standard for IT Services organisations; to support ISO 20000 training and certification; to produce a quick reference to the core content of ISO 20000, for practitioners.

ISO 20000: A Pocket Guide is aimed at a broad range of practitioners, trainers and students, who work in IT as well as in other environments, ranging from experienced experts in (IT) service organisations, to those who are looking for a suitable approach to quality improvement issues.

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