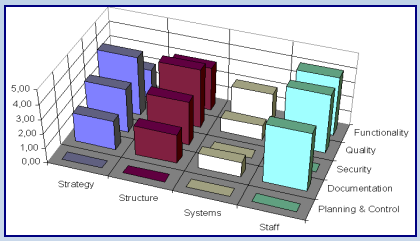
interPromUSA
Business Service Management Excellence

ISO/IEC 20000 Maturity Assessment

Using ISO/IEC 20000 as your Measuring Stick

Introduction

Whether or not you are seeking ISO/IEC 20000 certification, our **ISO/IEC 20000 Maturity Assessment** provides a measuring stick of your current state of IT Service Management (ITSM) maturity.



Our Most Popular Assessment

You probably have considered or maybe even done already an ITSM assessment. Why would you do this all over again? And, what are the reasons that so many of our customers are switching to ISO/IEC 20000 Maturity Assessments, making it our more popular assessment service? There are two explanations:

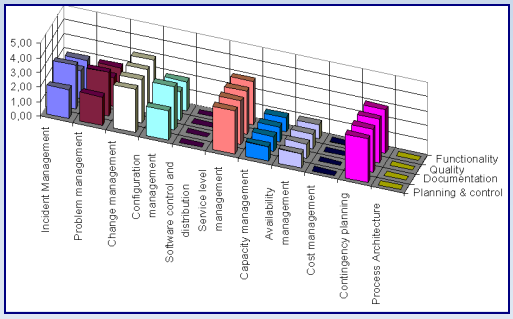
1. **ISO/IEC 20000 Contributions**
   a. The global ITSM standard is prescriptive in nature; either you meet the minimal requirement, or you don't
   b. The requirements and the code of practices of the standard are unbiased; no discussion whether the topics addressed are important or not
   c. The standard is objective; the subjectivity of CMMI-maturity model-based assessments is taken out of the equation
2. **InterProm USA's Contributions**
   a. Our questionnaires are clear and concise allowing for a rapid assessment
   b. At the same time our decades-long ITSM experience assures the quality of the outcomes of the assessment
   c. The assessment results are easy to interpret and serve as a clear maturity indicator and point you in the right direction how to progress with your ITSM program

The Assessment Process

Prior to the assessment we agree on scope, duration and expectations. We determine the stakeholders who will be part of the assessment and we also provide you with a list of documents that will support the assessment efforts.

During several face-to-face or virtual meeting sessions an experienced InterProm USA consultant will lead the stakeholders through the assessment questionnaires. Combined with this effort the initial quick wins are being determined.

Afterwards, you will receive a maturity scorecard, your 'measuring stick', and documented observations to your benefit in proceeding with your ITSM adoption efforts.



Duration

A typical **ISO/IEC 20000 Maturity Assessment** lasts 3-5 days depending on the scope of the assessment and the size of your organization.

By repeating the assessment every 6-12 months your improvements or areas for further improvement will become visible. The results become a motivator for your staff.

Level of ISO/IEC 20000 Familiarity

Your participating stakeholders do not need to possess any knowledge of the ISO/IEC 20000 standard. It is preferable that the participants have a fundamental level of familiarity with ITIL nomenclature.

Interested?

Our ISO/IEC 20000 certified consultants would be glad to answer any additional questions you may have. We would also be pleased to provide you with a detailed quote for your budgetary planning purposes.

Please feel free to contact us for more information.

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