



ISO/IEC 20000 Project Management



LEADING YOU TO ISO/IEC 20000 CERTIFICATION!

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With the introduction of the global IT Service Management (ITSM) standard, ISO/IEC 20000, many of our customers are benefiting from it. Either by making use of the standard as a guide to ITSM success or to actually become ISO/IEC 20000 certified as an IT organization. The beauty of the standard is its independence of any ITSM best practices framework such as:

- ITIL®
- COBIT®
- Six Sigma®
- CMMI®
- e-TOM®

Our ISO/IEC 20000 Project Managers possess hands-on knowledge and experience applying what each of these frameworks towards ISO/IEC 20000 certification.



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Our ISO/IEC 20000 Project Managers can look back on successfully leading projects resulting in ISO/IEC 20000 certification.

The standard has some unique requirements that are not part of a typical ITSM adoption program such as scoping, audit phases and specific compliance aspects. Our ISO/IEC 20000 Project Managers possess the skills and experience to lead you through these additional challenges.

Leading ITSM implementation projects is very near and dear to us. For almost 2 decades, we have assisted our customers with leading implementations of ITIL and ITSM best practices. Why do we have so many satisfied customers who benefited from our **ISO/IEC 20000 Project Management** service? Below, a subset of the many reasons:



- Project Management skills and experience alone is not sufficient to successfully lead an ITSM project or program; in particular the level of familiarity with the people aspects which can make-or-break a project is what distinguishes our Project Managers
- We have served more than 40% of the Fortune® 50 companies; many of them are very willing to share with you their level of satisfaction with our Project Managers
- The ROI examples of the multi-million dollar ITSM projects we have lead are still being referred to in many of the white papers and success stories one can find on the Internet
- Every Project Manager on our team was a line manager in a company leading an ITSM implementation first; our Project Managers have experienced first-hand what it takes to make an ITSM adoption effort a success
- The breadth and depth of the ITSM Knowledge Base our Project Managers bring along with them is unsurpassed in the industry resulting into customer engagements lasting sometimes more than 7 years...



Why InterProm USA?

- InterProm USA is one of the very few ITSM consulting firms that have served the ITSM market for almost two decades
- All our consultants have real life, hands-on, and practical experience adopting and implementing ITSM best practices in Fortune 100® companies before becoming a consultant

Interested? Please contact us for more information.