



## Atkins ISO20000 Consultancy Services

ISO20000 is a formal accreditation that provides a guarantee that an organisation's IT services are at a truly recognised level of best practice with an aligned business and IT strategy.

It is a "must do" for any organisation that has plans to offer IT services currently delivered internally to external organisations either as a managed service or an ICT shared service centre. It is also important for businesses that want a more responsive IT department with improved customer service and want to benchmark service provision with other organisations.

Implementing ISO20000 is a serious undertaking for any business. It is essential to manage the implementation activities as efficiently as possible to ensure that the projected benefits are rapidly realised.

Atkins consultants have experience of implementing ISO20000 and we are ideally placed to help you to achieve your ISO20000 business objectives whatever the size and scope of your organisation. With a strong background in service management and excellence in project and programme management we can build and implement a solution to fit your needs.

# Atkins ISO20000 Consultancy Services

Deciding to work towards ISO20000 is a big step, and it can be daunting. Wherever you are on your journey towards ISO20000 certification Atkins can help you achieve your objectives quickly and efficiently.

We use a three stage approach.

## 1. Plan

- We can help you build awareness of ISO20000 to understand its applicability to your business and what the benefits will be
- We can work with you to determine your eligibility for certification and assist you in determining the scope of your accreditation
- Leveraging our experience we can define what's involved in your journey to certification and provide a roadmap on how you can get there
- We can help you derive the business case for ISO20000 and obtain the support and sponsorship

## 2. Design

- We will assess your organisation's current processes and management system against the requirements of the standard and provide a gap analysis
- We will either provide support to your existing teams in the design and creation of some or all of the ISO20000 processes or bring in a team to create them for you, in both cases we will enable skills transfer
- We can provide a culture assessment programme to understand the current culture and the changes needed for ISO20000
- Using our experience we'll help you to prepare your teams using formal training and awareness campaigns

## 3. Enable

- We can offer a full pre-audit independent check of your readiness covering both documents and records
- We can provide an experienced certification project manager to lead your existing IT teams through all stages of the project
- We can support you with the selection and liaison with a certification body who will carry out the compliance audit

### Atkins

Saddlers House  
44 Gutter Lane  
London  
EC2V 6BR

Telephone 020 7121 2719

[mcsolutions@atkinsglobal.com](mailto:mcsolutions@atkinsglobal.com)  
[www.atkinsmc.com](http://www.atkinsmc.com)

# ATKINS

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