



Greater China

Choose certainty.
Add value.

ISO 20000 IT service management ISO 20000 IT服务管理

Adopt a systematic approach to IT
service improvement.

采取系统的方法改进IT服务

Your challenges

Organisations have a clear need for cost-efficient, reliable and effective IT service management practices. Incomplete documentation of procedures can result in poor control over IT processes and services, while the lack of control and measurement can hinder continuous improvement. Many organisations suffer from recurring errors and incidents because they do not practice adequate knowledge management. It is important to provide a clear definition of services provided, taking into account customer demands and customer satisfaction.

What is ISO 20000?

ISO/IEC 20000 is the leading international standard for IT service management. It comprises two parts: ISO/IEC 20000-1, which outlines requirements for setting up an IT service management system, and ISO/IEC 20000-2, which describes best practices. Although the IT Infrastructure Library (ITIL) describes best practices that can achieve the same level of service quality required by ISO/IEC 20000, ITIL certifications normally apply to individuals, while ISO/IEC 20000 enables the entire organisation to be certified.

您面临的挑战

组织在IT服务管理实践上，都固有其效益成本、可靠性和有效性的明确需求。缺乏控制和过程测量会阻碍持续改进，未完成的文件化过程可以导致其在IT服务过程中的管控不力。没有适当的知识管理实践，会导致许多组织出现频发性错误和事件。因此，提供明确的服务定义，重视客户的需求和客户满意是相当重要的。

什么是ISO 20000?

ISO/IEC 20000是一个主流的IT服务管理国际标准。它包含两部分内容：ISO/IEC 20000-1 建立IT服务管理体系的原则要求；ISO/IEC 20000-2 描述最佳实践；尽管ITIL也能达到ISO/IEC 20000所要求的相同服务质量水平，但ITIL认证更适用于个人，而ISO/IEC 20000则能使得整个组织获得认证。

Why is ISO 20000 important for your business?

An ISO/IEC 20000 certification assures your internal and external customers that your organisation will deliver IT services at a satisfactory level of quality.

How can you prepare for ISO 20000?

You can prepare for the standard by establishing a management system in line with the specifications of ISO/IEC 20000. It is necessary to define the service management policy and the catalogue of services for the organisation. In addition, you will need to conduct an internal audit and a management review prior to the certification, as well as take corrective action to close any identified gaps.

How can we help you?

TÜV SÜD can identify gaps for improvement within your IT service management system in accordance with ISO 20000 requirements. We provide preliminary and formal audits against the requirements of the standard.

为什么ISO 20000对您的业务至关重要?

ISO/IEC 20000认证可以确保您的内部和外部客户，都能获得您的组织所交付的令人满意的服务。

需要为ISO 20000的实施做哪些准备工作?

组织可以依据ISO/IEC 20000的要求建立管理体系。组织需要定义服务管理方针和服务目录。此外，组织也将需要在认证前实施一次内部审核和管理评审，以及采取后续的纠正措施并消除任何已识别的差距。

TÜV南德意志集团能为您提供哪些帮助?

TÜV南德意志集团能依据ISO 20000的要求，为您的IT服务管理体系识别可供改进的差距。同时，TÜV南德意志集团依据标准要求提供预审和正式审核。



Our ISO 20000 services

■ ISO/IEC 20000 training

TÜV SÜD offers training courses for your employees to build up your organisation's knowledge of the ISO/IEC 20000 requirements.

■ Pre-audit

We verify if your system fulfils the ISO/IEC 20000 requirements and identify possible gaps.

■ Certification

Our experts conduct a formal audit against the ISO/IEC 20000 requirements.

The TÜV SÜD certification mark

As part of our commitment to deliver unparalleled service quality, our ISO/IEC 20000 certification mark provides a clear and unambiguous assurance of a company's commitment to delivering effective IT services. The mark indicates that your systems and processes have been evaluated by one of the most recognised names in quality and safety.

我们的ISO 20000服务

■ ISO/IEC 20000培训

TÜV南德意志集团向您的员工提供培训课程，以积累贵组织的ISO/IEC 20000知识。

■ 预审

我们可以验证您的管理体系是否充分满足ISO/IEC 20000的要求，并识别可潜在的差距。

■ 认证

我们的专家依据ISO/IEC 20000要求实施正式的审核。

TÜV南德意志集团认证标志

我们的ISO/IEC 20000认证标志是我们交付高质量服务的一部分，为您的公司提供一个清晰明确的有效IT服务交付承诺的担保。ISO/IEC 20000认证标志证明您的系统和流程在质量和安全上已经通过最具认可度的机构的评估。



Your business benefits

- **Gain a competitive edge** – with improved quality of service as well as increased business and customer confidence.
- **Improve brand reputation** – by demonstrating greater consistency and interoperability.
- **Save cost and time** – by creating a formal framework for service and process improvements.
- **Minimise risks** – with effective knowledge management to prevent recurring errors and incidents.

您的企业收益

- **获取竞争优势** —— 持续改进的服务质量，以及增强的业务和顾客信心。
- **品牌知名度的提高** —— 展示强大的一致性和互操作性。
- **降低时间和成本** —— 建立正式的服务和过程改进框架。
- **风险最小化** —— 有效的知识管理，以预防频发性的错误和事件。

Why choose TÜV SÜD?

TÜV SÜD's experienced auditors possess a high level of expertise, with the training to carry out audits for information security and other quality management systems in many industrial sectors. Through our established worldwide network of professionals, we can provide certification services no matter where you are.

We adopt a holistic approach for all of your IT testing and certification needs, and can provide certification integrated with other management systems. Our renowned independence ensures that the TÜV SÜD certification mark is accepted worldwide, making it a powerful communications tool that can enhance the marketability of your company.

Choose certainty. Add value.

TÜV SÜD is a premium quality, safety and sustainability solutions provider that specialises in testing, inspection, auditing, certification, training and knowledge services. Represented in over 1,000 locations worldwide, we hold accreditations in Europe, the Americas, the Middle East, Asia and Africa. By delivering objective solutions to our customers, we add tangible value to businesses, consumers and the environment.

Related services

TÜV SÜD provides the following related services:

- ISO/IEC 27001 – Information security management system

为什么选择TÜV南德意志集团?

TÜV南德意志集团拥有经验丰富的审核员，他们通过专业知识和培训为众多工业领域的信息安全和其他质量管理体系开展审核服务。通过我们专业的全球网络，无论您身在何处，我们都能为您提供认证服务。

我们的专家采用一个全面的方法为您提供一站式服务，满足所有IT测试和多个国际标准认证需求。更重要的是，由我们独立的第三方颁发的TÜV SÜD认证标志是世界公认的，这将成为突显您公司的一个强大的通信工具。

权威认证，创享价值

TÜV南德意志集团是一家拥有一流的质量、安全和可持续性解决方案供应商，专门从事测试、检验、审核、认证、培训和知识服务。我们在全世界设有1,000多个分支机构，并且已经在欧洲、美洲以及中东、亚洲和非洲地区获得认证。通过向我们的客户提供客观服务解决方案，我们可以为企业、客户和环境增加有形价值。

相关服务

TÜV南德意志集团提供以下相关服务:

- ISO/IEC 27001 —— 信息安全管理体系认证

* Some of the services listed are provided due to local regulations only and may not be available in other regions. Please contact us for further details.

* 上述部分服务可能由于当地法规的原因而无法在您的地区提供。欢迎您与我们联系咨询。

Our branches in Greater China:

我们在大中华区的分支机构:

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Shanghai Testing Center	上海测试中心	Tel.: +86 21 6037 9100	Suzhou	苏州	Tel.: +86 512 6809 5318	Harbin	哈尔滨	Tel.: +86 451 8264 3082
Industry Material Testing Lab	上海工业材料实验室	Tel.: +86 21 6014 9880	Chengdu	成都	Tel.: +86 28 8952 0656	Hong Kong	香港	Tel.: +852 2776 1323
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