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designed to help organisations ensure that they meet the
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David Clifford is one of the world's leading authorities on
ISO/IEC 20000. He is a regular speaker at international
events managed by organizations such as EXIN and the
ITSMF. His knowledge, experience, and contribution to the
ITSM industry have been formally recognized by the
award of Fellow status by the Institute of IT Service
Management. He has worked in the area of business, IT
ISO/IEC 20000-1:2011 - Information technology --
Service ...

ISO/IEC 20000-1:2011 is a service management system
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provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. The requirements include the design, transition, delivery and improvement of services to fulfil agreed service requirements.

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ISO/IEC 20000 Edition 2 David Clifford Executive Consultant enterprise-DNA Fellow in Service Management (FSM CM) Vice-President of the Global priSM Institute. 2 enterprise Why was the standard changed ? Has the relationship with ITIL been maintained? What are the impacts of the edition 2 changes? Where next? 3 enterprise Why was the standard changed ? 4 enterprise ISO/IEC 20000

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ISO/IEC 20000 is the first international standard for IT service management. It was developed in 2005 by ISO/IEC JTC1/SC7 and revised in 2011 and 2018. It was originally based on the earlier BS 15000 that was developed by BSI Group.

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