



# ISO20000-1 for Service Management

The Central eBusiness Services team has successfully achieved the Award Certification of ISO20000-1 for Service Management by external auditors.

## Background

Central Team eBusiness Services (CTeS) provide a service desk to Health Organisations for the Financial Management System Services, which includes Oracle and Business Intelligence Reporting systems.

At the heart of the service is ensuring the user experience of interacting with the service and the systems is at a standard they require to deliver local business activities. Whilst there is a wide range of processes, guides and materials in place, the team ensure they are keeping pace with expectations and demand.

Therefore, the team set out to achieve an internationally recognised standard to help support this.



## **What positive outcomes have been achieved?**

The ISO20000-1 has a strong emphasis on continual service improvements, backed by a comprehensive set of policies and documents. This ensures a consistent quality service is provided.

This basis of the standard is to carry out regular internal audits by members of the department to ensure any opportunities for improvement are identified, this wider involvement of Central Team eBusiness Service staff means everyone is involved and their input is valued. An additional benefit is the department isn't faced with one off exercise to overhaul its documents, procedures and policies as these will continue to be updates on a regular basis to reflect service delivery to meet customer expectations and outcomes.

As we have to present internal audit findings to our customers, it shows we are working in an open and transparent way and demonstrates a partnership approach to continual service improvement. This is appreciated and welcomed by our customers who have an opportunity to work with the team.

## **Next steps for progression:**

The fundamental of ISO20000-1 is continual service improvements, so the internal audit schedule in place will identify any opportunities for improvement and monitor for completion through the scheduled audits.