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ISO/IEC 20000 - a pocket guide Acknowledgement This pocket guide is an initiative of ITSMF, the IT Service Management Forum. In 2004, the Dutch chapter started a project to develop a promotional publicaton, to stimulate the awareness of the BS 15000 standard and provide a quick reference guide.

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ISO/IEC 20000 is the international standard specifically for IT Service Management. It describes an integrated set of management processes which form a service management system for the effective delivery of services to the business and its customers. ISO/IEC 20000 options are available for both individuals and organizations via APMG:

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