

GICL PP-21/ Sec 1.4	PRODUCT PROFILE	
Scheme introduction leaflet- IT Service Management System (ISO/IEC 20000 – 1)		

Glocert International Certifications (UK) Limited has been registered at companies house as a Limited Liability Company (Limited) in London, England and Wales, United Kingdom as a global headquarters poised for rapid growth in the sustainability Certification services across all industries globally. GLOCERT INTERNATIONAL is planning to operate as an internationally operating certification and control body.

Glocert International Certifications (UK) Limited is an English certification body accredited as per ###. GLOCERT INTERNATIONAL having the team of Auditor, Lead Auditor and Technical Experts who can conduct a value-added Audit and contribute in the continual improvement of your organization. GLOCERT INTERNATIONAL can provide the audit and you are entitled for the certification of ISO/IEC 20000-1.



What is ISO/IEC 20000-1:2018?

The ISO 20000-1:2011 standard focus on the delivery system of services for IT sector. The System is based on PDCA and consist the systematic flow of the Information and security, safety and prevention from threats and Risks. The requirements include the design, transition, delivery and improvement of services to fulfil agreed service requirements.

Benefits of the ISO 20000-1:2018?

The ISO 20000-1:2018 assures that:

- the services of the client service requirements will be fulfilled;
- the consistent approach by all its service providers, including those in a supply chain;
- to improve the design, transition, delivery and improvement of services by the implementation and operation of the SMS;
- monitoring, measuring and corrective and preventive action properly and effectively;

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