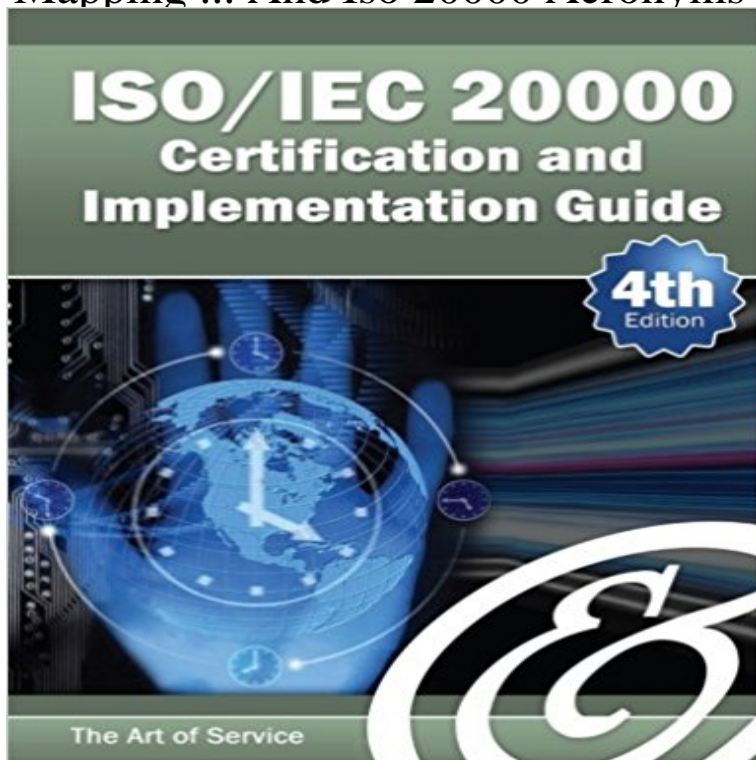


# Iso/Iec 20000 Certification and Implementation Guide: Standard Introduction, Tips For Successful Iso/Iec 20000 Certification, Faqs, Mapping ... And Iso 20000 Acronyms - Fourth Edition



The first, second, and third editions of this book are regarded as essentials for understanding Iso/Iec 20000 standards. Now, in the expanded and revised fourth edition of The Art of Services book, the authors once again deliver an easy to follow, step-by-step guide to Iso/Iec 20000. The objective of Iso 20000 is to provide a common reference of an international and independent standard for quality, for any enterprise offering It services to internal or external customers. Given the importance of communication in Service Management, one of the most important targets of the standard is to create a common terminology for service providers, their suppliers and their customers. The number one aim of this book is to provide the quality education and support materials needed to aid in the understanding and application of the Iso/Iec 20000 standard in a wide range of contexts. This fourth edition of the book provides you with improved and updated content, in accordance with the release of the Iso/Iec 20000:2011 edition of the standard. It has been overhauled and updated with the latest experiences of successfully working with the standard from the industry and the service sector, plus quality auditors. If you are implementing an Iso/Iec 20000 quality management system for the first time, or upgrading an existing system, this handbook is ideal for students, practitioners, managers, business owners, instructors, and auditors. It is supported by a wide range of solutions, Faqs, tips for those who wish to implement it, and a glossary of terms that will be invaluable in any sector, industry, business or organization. Considering the increasing number of It Professionals and their Organizations who want to be actively involved in It Service Management and Iso 20000, this book will indeed be a best-seller.

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