

# **ISO 20000 (BS 15000)**

## **“Effective implementation workshop”**

### **Workshop Overview**

Quality is a continual journey not a destination. In today's Information Technology Service Management (ITSM) space, there exists a plethora of tools, technology, standards, best practices, and regulatory compliance requirements that have to be holistically considered to achieve service excellence.

Today, IT service providers are under sustained pressure to deliver high quality service at minimum cost. Concerns have been raised that IT services, whether provided by an in-house IT department or an external organization, are not aligned with the needs of the business and its customers.

How do you know you have allocated your resources to your 20% critical service items that account for 80% of your organization income?

**ISO20000 or ISO/IEC 20000** is the International Standard for IT Service Management. This is based on the British Standard, **BS15000**, with minor but not significant changes.

**ISO/IEC 20000** is published in late December 2005 has been developed in order to meet the needs of the wider international audience and to provide a common understanding of the management of IT services worldwide. It covers the aspects of IT service management that is cause of 80% of the total spend on IT by most organizations.

**ISO/IEC 20000** will enable organizations to benchmark their capability in delivering managed services, measuring service levels and assessing performance. It will also reduce operational exposure to risk, meet contractual and tendering requirements, demonstrate service quality and deliver best value.

This workshop includes lectures, examples and interactive exercises, with emphasis on practical usage.

This workshop is jointly organized by **DNV India & Allied Boston Consultants India Pvt. Ltd.**

## **Workshop Objective**

This course will help the participants to obtain an understanding of:

- Model Based Improvement of IT Service Management
- BS 15000/ISO 20000 standard
- Service delivery Processes
- Practical aspects of effective implementation
- Certification to ISO/IEC 20000 requirements and approaches

## **Workshop contents**

- Model Based Improvement of IT Service Management
- Overview of ISO/IEC 20000
- Model Framework
- Service Delivery Process
- Relationship / Resolution / Control & Release Process
- Scoping
- Implementing & Certification

## **Workshop Benefits**

- A more competitive business
- Aligned IS/IT strategy with the overall business strategy
- Managed and reduced risks
- Managed and reducing costs
- Faster time to implement change
- Improved reliability and availability of service, leading to customer delight
- Suppliers and partners will become more integrated and service focused
- Benchmarking

## **Approach**

The training would be in classroom mode. The approach would be client server relationship, to promote free and frank discussion with emphasis on practical application of the model.

Throughout the course exercises, practical discussions, brainstorming, cases shall be discussed/solved to reinforce the concepts.

## Target Audience

- Senior managers
- Project managers
- IT infrastructure and facilities management professionals
- Professionals in the field of service quality
- SEPG/QA

## Course Arrangement

**Duration:** 2 Days (09.30am – 05.30pm)  
**Date & Venue:** 17<sup>th</sup> to 18<sup>th</sup> April 2006 at Hotel  
 Inter Continental, New Delhi

20<sup>th</sup> to 21<sup>st</sup> April 2006 at Hotel,  
 The Leela Palace, Bangalore

**Fee:** \*Rs. 12,500/- per participant  
 (Inclusive of 10.2% Service Tax)

- \* 10% discount is offered for group of 3 or more
- \* 10% discount is offered to all enrolment made on or before 20<sup>th</sup> March 2006
- \* 5% discount is offered to DNV clients

(Please fill in the below registration form and send the completed form with a cross cheque or DD payable to "**ALLIED BOSTON CONSULTANTS INDIA PVT. LTD., DELHI**")

<p><b><u>Mr. Vishal Khosla</u></b>  <b><u>Mr. Sanjay Sharma</u></b>  <b><u>Mr. T. Ganguly</u></b>  <b>Mobile: +91-9811412760/ 61</b>  <b>+91-9891555625</b>  <b>E-mail: <a href="mailto:abcipl@vsnl.net">abcipl@vsnl.net</a></b>  <b><a href="mailto:vishal.khosla@abcipl.co.in">vishal.khosla@abcipl.co.in</a>,</b>  <b><a href="mailto:trainings@abcipl.co.in">trainings@abcipl.co.in</a></b>  <b>Allied Boston Consultants</b>  <b>India Pvt. Ltd.</b>  <b>A-2/60, IInd Floor, Shiv</b>  <b>Arcade, Acharya Niketan,</b>  <b>Mayur Vihar Phase-1, Delhi-91</b>  <b>Ph: +91-11-22792467,</b>  <b>Fax: +91-11-22753084</b>  <b>URL: <a href="http://www.abcipl.co.in">www.abcipl.co.in</a></b></p>	<p><b><u>Mr. K. N. Varadarajan</u></b>  <b>Mobile: +91-9448059968</b>  <b>E-mail: <a href="mailto:knv@abcipl.co.in">knv@abcipl.co.in</a></b>  <b>Allied Boston Consultants</b>  <b>India Pvt. Ltd.</b>  <b>#638, 5<sup>th</sup> Main, NGEF Lay</b>  <b>Out, Nagrabhavi,</b>  <b>Bangalore-72</b></p>	<p><b><u>Ekta Sapra</u></b>  <b>Det Norske Veritas AS</b>  <b>203, Savitri Sadan I,</b>  <b>11, Preet Vihar</b>  <b>Community Centre,</b>  <b>New Delhi - 110 092</b>  <b>Ph. +91-11-22531502-3,</b>  <b>+91-11-22531278</b>  <b>Fax +91-11-22530247</b>  <b>E-mail:</b>  <b><a href="mailto:ekta.sapra@dnv.com">ekta.sapra@dnv.com</a></b></p>
---	--	---

## **Faculty**

**Dennis Yeh** is a BS7799 Lead Auditor, BS15000 ITSMF Certified Consultant and Candidate CMMI Lead Instructor. He is cofounder of Taiwan Advanced Software Co. Ltd. And providing consultancy and training to IT companies in the sphere of software quality, security system management, and IT service quality. The consultancy has been focused on improving processes for the client, using quality frameworks like Software CMM, CMMI, BS7799, BS15000 and Sarbanes-Oxley.

He has worked with renowned software & IT companies like: TCS, WIPRO, SATYAM etc. and also provided training and consultancy to ING Antai, Taiwan Semiconductor Manufacturing Company, Ltd., Chung-Shan Institute of Science & Technology, Toplogis Inc., Chain Information Systems Inc., Compal Communications Inc., BankPro E-Service Technology Co., United Microelectronics Corporation etc.

## **Co -Faculty**

**Vinit Maheshwari** is Candidate SCAMPI Class A,B,C Lead Appraiser. He has been actively involved imparting CMMI, ISO, BS7799, BS15000 Consultancy / Training/Appraisals in Taiwan, India, Malaysia, China, Indonesia, Hong Kong and Egypt.

He is leading the consulting and appraisal team at various organizations to help them establish, implement and benchmark quality management system in line with ISO/BS7799/CMMI Model(s)/BS15000 requirements.

## About DNV India

**DNV is registered by the itSMF to perform certification audits against the BS 15000 standard.** DNV is one of the world's leading certification bodies/registrars offering the latest in management systems certification services. With more than 50,000 certificates issued worldwide, DNV name evokes a strong commitment to **safety, quality**, and concern for the **environment**.

With the following qualities, DNV is well equipped to satisfy your organization's certification needs:

- First class experience, brand & reputation in the IT Sector
- DNV is **world's first** certification body to achieve accreditation to TickIT
- DNV lead auditors are renowned for their **expertise** within this field
- DNV has **300 offices in 120 countries**. Wherever you are globally DNV can serve your needs locally with knowledge of your specific needs, local culture & market conditions
- DNV have a vast **global client base**, including EDS, LogicaCMG, Xansa, Peoplesoft, Sybase, AT&T, Fujitsu Siemens & Lucent Technologies

## About ABCIPL

**Allied Boston Consultants India Pvt. Ltd.** is India's leading Consulting and Training organization, specializing in all areas of Quality, Safety, Health, Environment, Social Responsibility and Process improvement.

**ABCIPL** have a team of experienced, skilled and well-motivated management professionals dedicated to provide the most efficient, on time, cost effective single window Quality services to our premium client base in India and Abroad.

ABCIPL's expertise in **CMMi, BS 7799, BS 15000, COBit, ISO 9001:2000, OHSAS, ISO 14000, TS 16949, SA 8000, HACCP** etc. and having premium client base like: **RBI, FCI, Indian Railways, INOX Global, BHEL, GIL, UPL, Reliance Energy Limited, Raymond, Airport Authority of India, GRASIM, Gas Authority of India Ltd., Elcosoft, PALAS, CSIST, UMC, ITC, SAPURA** etc.

**Registration Form**  
**ISO 20000 (BS 15000)**  
**"Effective implementation workshop"**

**17<sup>th</sup> to 18<sup>th</sup> April 2006 at Hotel, Inter Continental, New Delhi**  
**20<sup>th</sup> to 21<sup>st</sup> April 2006 at Hotel, The Leela Palace, Bangalore**

Kindly confirm your acceptance by fax on **91-11-22753084** or **91-11-22530247** to  
[abcip1@vsnl.net](mailto:abcip1@vsnl.net), [vishal.khosla@abcip1.co.in](mailto:vishal.khosla@abcip1.co.in), [ekta.sapra@dnv.com](mailto:ekta.sapra@dnv.com), [knv@abcip1.co.in](mailto:knv@abcip1.co.in)

<b>Sl.No</b>	<b>Delegate Name</b>	<b>Designation</b>	<b>Location</b>	
1.			<b>Delhi</b>	<b>Bangalore</b>
2.			<b>Delhi</b>	<b>Bangalore</b>
3.			<b>Delhi</b>	<b>Bangalore</b>
4.			<b>Delhi</b>	<b>Bangalore</b>
5.			<b>Delhi</b>	<b>Bangalore</b>

**Payment Terms:**

Full Payment as applicable must be made in advance by DD / Cheque payable at Delhi or Bangalore in favor of "**Allied Boston Consultants India Private Limited**" to be sent to our Delhi or Bangalore Office. Please note that registration for the above course is done purely on a first-come-first-serve basis and its validity is subject to the realization of payment.

**Payment details:**

**Cheque/Draft No. .... Dated ..... For Rs. ....**

**Drawn on .....is enclosed for the above delegates.**

**Name.....Designation.....**

**Organization.....**

**Address.....**

**Telephone.....Fax.....**

**E Mail.....URL.....**