



ISO 20000-1:2018 Certification

Lex-Q is an accredited certification body which provides International Organization for Standardization (ISO) management system certification and Auditing services to organizations globally. As an accredited certification body, we certify our clients when they have successfully met the requirements of ISO 20000-1:2018. Our assessors are management system experts qualified in IT Service Management Systems (ITSMS) and other aspects of IT.

By implementing ISO 20000-1:2018 IT Service Management Systems (ITSMS) in your organization, you will establish an organized method based on best practices. This will let your organization to have repetitive improvement, emphasis on the implementation of suitable and effective processes for maintaining the organization's goals and objectives, understand responsibilities and optimization of costs. Primarily, the organization will significantly increase the productivity and credibility among its internal & external employees with high customer satisfaction.



ISO 20000-1:2018 Audit Process

To gain and maintain an ISO 20000-1:2018 certification the organization must go through regular 3rd party audits.

The Stage 1 audit is the first stage of the formal ISO certification audit. Stage 1 audit is carried out to review the ITSM document and processes. An auditor from Lex-Q certification body will visit your site(s) to review your ITSM policies and processes to confirm they cover all the requirements of the ISO 20000-1:2018 standard.

In the Stage 2 audit Lex-Q auditor sees the operation of the management system. Lex-Q auditor will be looking at your operational records, objectives, management review records, internal audit reports, etc.

If the Lex-Q auditor is convinced with organization requirement and operating an effective management system which ensures compliance with regulations. The Stage 1 and Stage 2 audits assess your intent, implementation and management system effectiveness. An accredited ISO certification will be issued after successful certification audit.

An accredited ISO certificate is granted for three years, subject to maintaining your compliance. The scope of certification and renewal date are stated on the certificate. Lex-Q awarded your ISO certification, your organization is required to undergo regular surveillance visits to follow the continual improvement.

At the end of the three years you will be required to go through a re-certification audit.

At the end of the Audit, Lex-Q Auditors will provide you with an assessment report including an executive summary. Which states the continual improvement opportunity of your management systems. Following a successful assessment, you will be awarded a certificate. Benefits of ISO 20000-1:2018.



Benefits of ISO 20000-1

- + Enhances quality & efficiency.
- + Provides competitive advantage.
- + Adoption of an integrated process to the delivery of IT services.
- + Explains best practices for service management.
- + Effective cost management.
- + Enhanced customer confidence and satisfaction, ability to win more business.
- + Reduction of critical incidents.
- + Reduction of system outage.
- + Increased system availability.
- + Put in place controls to measure and maintain consistent levels of service.



Few of our clients:

Delviom Inc, Kyros, C-Tel Info Systems Pvt. Ltd., Plumsoft Solutions Pvt. Ltd., Pyramid softsol, RAMINFO, INFRONICS SYSTEMS, Wissen Infotech Pvt. Ltd., Abjayon Consulting Pvt. Ltd., Kyros, GTC, Wisemen Consulting Services India Pvt. Ltd., TechStar Software Development India Pvt. Ltd., Sat infotech Pvt. Ltd. and 20 + esteemed clients to add.



Testimonials



“At the start of our journey towards ISO 20000 and ISO 270001 we were very clear on what we wanted from our auditor, Lex-Q auditors are very positive, professional and are domain experts, which helps them to go in depth during an audit. Kyros has greatly benefited through opportunities of improvement established by the auditors and the management has always appreciated the opportunities of improvement which has helped the organization to improve the business and processes.”

- Anil K., Kyros Soft Tech Ltd.