

iso iec 20000 foundation pdf

ISO/IEC 20000 is the first international standard for IT service management. It was developed in 2005 by ISO/IEC JTC1/SC7 and revised in 2011 and 2018. It was originally based on the earlier BS 15000 that was developed by BSI Group. ISO/IEC 20000, like its BS 15000 predecessor, was originally developed to reflect best practice guidance contained within the ITIL (Information Technology ...

ISO/IEC 20000 - Wikipedia

ISO/IEC 17025 General requirements for the competence of testing and calibration laboratories is the main ISO standard used by testing and calibration laboratories. In most countries, ISO/IEC 17025 is the standard for which most labs must hold accreditation in order to be deemed technically competent.

ISO/IEC 17025 - Wikipedia

Zielsetzung. Die ISO/IEC 20000 geht auf den schon länger bestehenden British Standard BS 15000 zurück. In einem „Fast Track-Verfahren“ wurde der BS 15000 von dem Joint Technical Committee ISO/IEC JTC 1, Information Technology, in die ISO/IEC 20000 überführt und am 15. Dezember 2005 veröffentlicht.

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