

IT Service Management (SMS) ISO 20000-1:2018

All organizations deliver some level of service, internally and/or to the customer. Supporting those services in a structured, repeatable fashion can enhance the end user experience. Implementation of an SMS should be considered a strategic initiative to oversee the support and delivery of defined services as well as capitalize on the use of technologies to manage the end-to-end life cycle of a service and its related components. While the standard has IT in it, many additional non-technical services can and should be included within the catalog of services.

The SMS requirements not only support a help-desk environment, but also place an emphasis on the governance of all elements that go into delivering a stated service. There is excellent guidance along with the relevant requirements to support Supplier Management, Change Management, Capacity Management, and other SMS related services.

Why implement and certify to ISO 20000-1:2018

- Obtain required certification to Service Management (not simply your staff receiving ITIL training).
- Require formal processes to support Change Management of key configuration items such as IT assets, technical infrastructure, security controls, facilities, and people.
- Develop a structured life cycle to manage and close service requests, incidents, and problems.
- Apply governance to third party support and hosted services.
- Build a system to continually monitor underlying infrastructure and provide assurance to customers and stakeholders of the organization's resilience.

We often refer to ISO 20000 as "ITIL in a box." ITIL has been successful in large enterprise organizations, but it requires large teams and a significant budget to develop a complete life cycle of Service Management benefits. ISO 20000, however, is an ISO management system that utilizes the best of the ITIL framework with reasonable, identifiable and improvable processes to support a growing internal or external services organization.

Radian Compliance's 100% successful methodology:

- 1. Scope identification and gap analysis** against the standard and clients' current controls.
- 2. Implementation and education** to gaps, goals and objectives as defined by the requirements of the standard and the client's business and customer needs.
- 3. Internal audit** support with qualified internal auditor resources.
- 4. Certification support and ongoing maintenance assistance** during certification audits, and support during surveillance audit years.



ABOUT RADIAN COMPLIANCE, LLC

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CERTIFICATIONS and ACCREDITATIONS



Radian Compliance, LLC applies its 100% successful methodology to assist clients with ISO management systems standards and regulatory frameworks to maintain compliance or obtain certification. Radian supports its clients with ongoing knowledge and consulting with evolving legal, regulatory and contractual compliance requirements. Radian is a **WBENC** certified Women Business Enterprise and Woman Owned Small Business, a **CMMC-AB** Registered Provider Organization,[™] and an **ASIS** Preferred CPE Provider.

The Radian team supports and is recognized as subject matter experts in the following standards and frameworks:

SOLUTION	FORMATS SUPPORTED
Management Systems	ISO 9001 • ISO 22301 • ISO 31000 ISO 28000 • ISO 14001
Information Security, Cybersecurity & Privacy	ISO 27001 • ISO 27701 CMMC • NIST • HIPAA
IT Service Management	ISO 20001 • ITIL
Private Security Companies	ISO 18788 • ANSI/ASIS PSC. 1
Compliance Assessment & Program Development	Workplace violence prevention programs • Physical security assessments • ITAR/EAR

The Radian SMS Difference

Our experienced consultants have all been engaged at some point in their careers supporting a help desk, IT services, or managing technical changes. Many of our consultants came to ISO from ITIL enterprise backgrounds, and all have experience with a vast array of service management tools for medium and large businesses. An SMS consists of integrated and, in some cases, complex sets of services and configurations. Our team helps clients minimize risks to the service and ensure service levels that are attainable and sustainable.