



IT Governance consultants help another client achieve ISO20000 certification

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ELY, CAMBRIDGESHIRE, UK, August 6, 2014 /EINPresswire.com/ -- IT Governance, the leading provider of IT service management (ITSM) and [ISO20000](#) solutions, has reported that its client CEB (formerly SHL) has successfully achieved ISO20000 certification in both the UK and the US with the help of IT Governance's consultants.

Alan Calder, Founder and Executive Chairman of IT Governance, says, "We are delighted that, with the help of our experienced consultants and due to their commitment to the project, CEB achieved ISO20000 certification within the challenging timeframe they set themselves. Similarly to other international standards, ISO/IEC 20000 brings tangible benefits, such as improved IT service quality and cost optimisation, as well as competitive differentiation. I am confident that CEB will see a return on their investment and will be reaping the benefits from their certification in the future."

ISO20000 describes an integrated set of management processes for the effective delivery of services to the business and its customers. It also defines a set of controls against which an organisation can be assessed for effective service management, with the aim of developing and delivering high quality technology services.

Calder adds, "We have seen a growing number of private and public sector clients pursuing ISO20000 certification. It is clear that with greater government commitment to improved service delivery, organisations working within the public sector increasingly see the business benefits of delivering high quality IT services to their customers, and certification enables them to prove it."

IT Governance's [ISO20000 consultancy services](#) can help organisations to achieve ISO20000 certification for all or part of their services.

In addition to consultancy services, IT Governance offers the entire range of resources to meet the ISO 20000 standard requirements – including ISO20000 training courses, ISO20000 Documentation Toolkit and ISO20000 books.

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