



# BS15000 Accreditation

## The First Worldwide

Celebrating  
15 years of ITSM  
*excellence*



# What Is BS15000

BS15000 itself consists of two parts.

Part 1 is the formal standard, this sets out what an organisation is required to do for compliance and to achieve certification against that standard.

Part 2, known as the 'Code of Practice' expands upon the bare requirement, offering expansion and guidance to service providers who wish to achieve the standard.

Also available is the PD0015 workbook - a self service assessment workbook for companies wishing to achieve BS15000.



# Why BS15000

What's in it for the industry? : -

- Greater momentum of industry norms based around the ITIL framework.
- Wider acceptance of Best Practice as a quality enabler for IT Services.
- Common vocabulary and service metrics
- Improved consistency in quality of service



# Why BS15000

Why Axios looked to becoming BS15000 accredited? : -

- Gain a marketing/competitive edge
- Potentially required by UK Government
- Potentially required by new customers
- Developed to fit in with ISO9000 family



# Why BS15000

## Gartner's View

Gartner sees a bright future for the standard, predicting a significant proportion of end-user (40%+) IT organisations seeking conformance by 2008

"The standard provides a baseline against which the internal IS organization can demonstrate to the business that its service delivery processes represent best practice and are performing well."

Simon Mingay, Research VP, Gartner



# Why BS15000

What does achieving certification mean to Axios?

Demonstration of

- The Provision of High Quality IT Service
- Commitment to Service Management & ITIL
- Understanding of Best Practice
- Implementation of Best Practice
- Ongoing Maintenance of Best Practice
- We practice what we preach



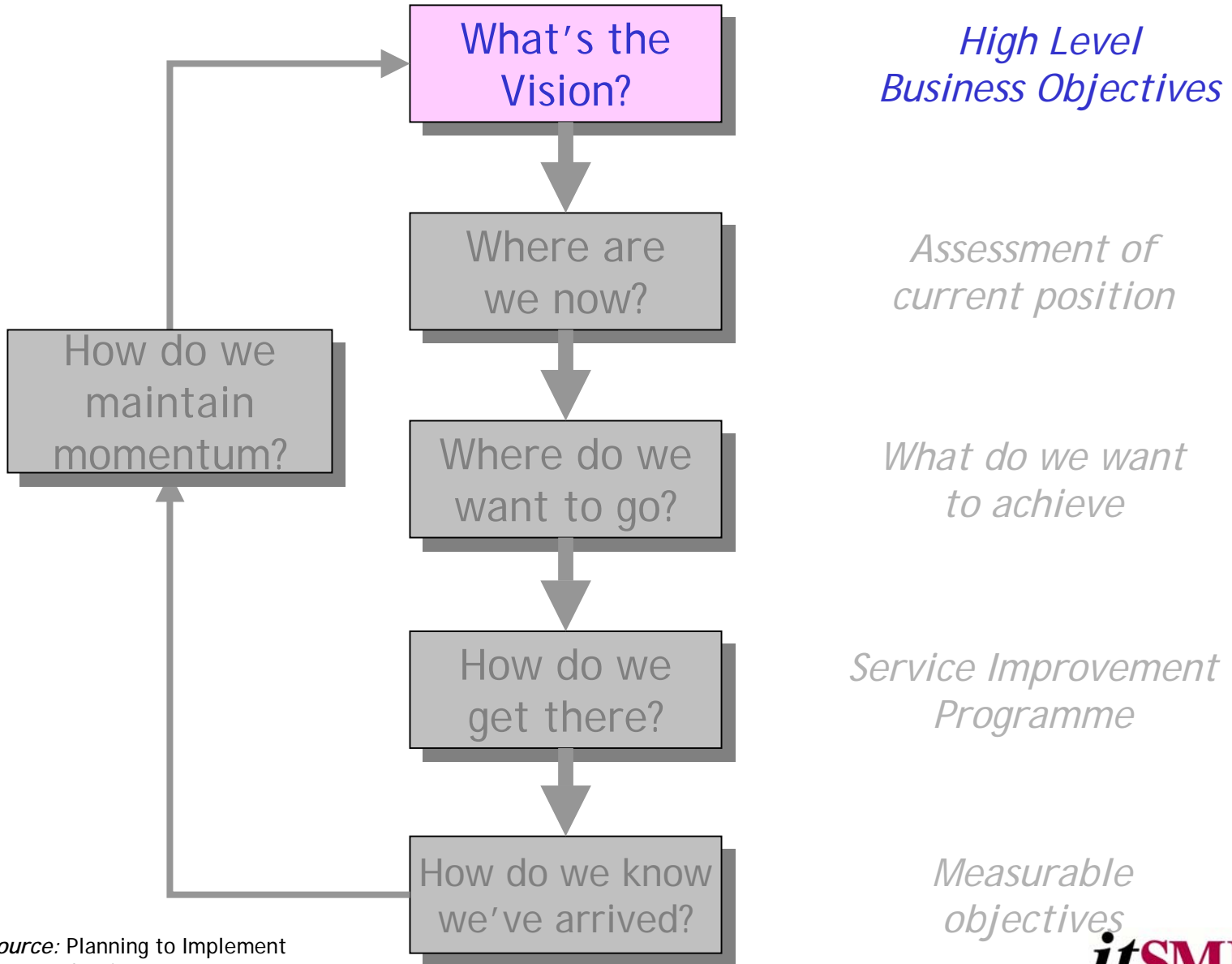
# The BS15000 Journey

- What's the Vision?
- Where are we now?
- Where do we want to go?
- How do we get there?
- How do we know we've arrived?
- How do we maintain momentum?
- Planning BS15000



*“To infinity (ITIL) and beyond.....”*

# BS15000 - Process Flow



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# What's the Vision?



## Proposed Scope of Certification:

*The IT Service Management System that covers the provision of IT Services to Axios users within the technical and organisational boundaries of Axios Systems Limited, Edinburgh.*

*This includes Service Delivery, Release, Resolution, Relationship and Control Processes and the management of those interfaces that support them. This is in accordance with the Axios Systems Limited Catalogues*



# Management Buy-in?

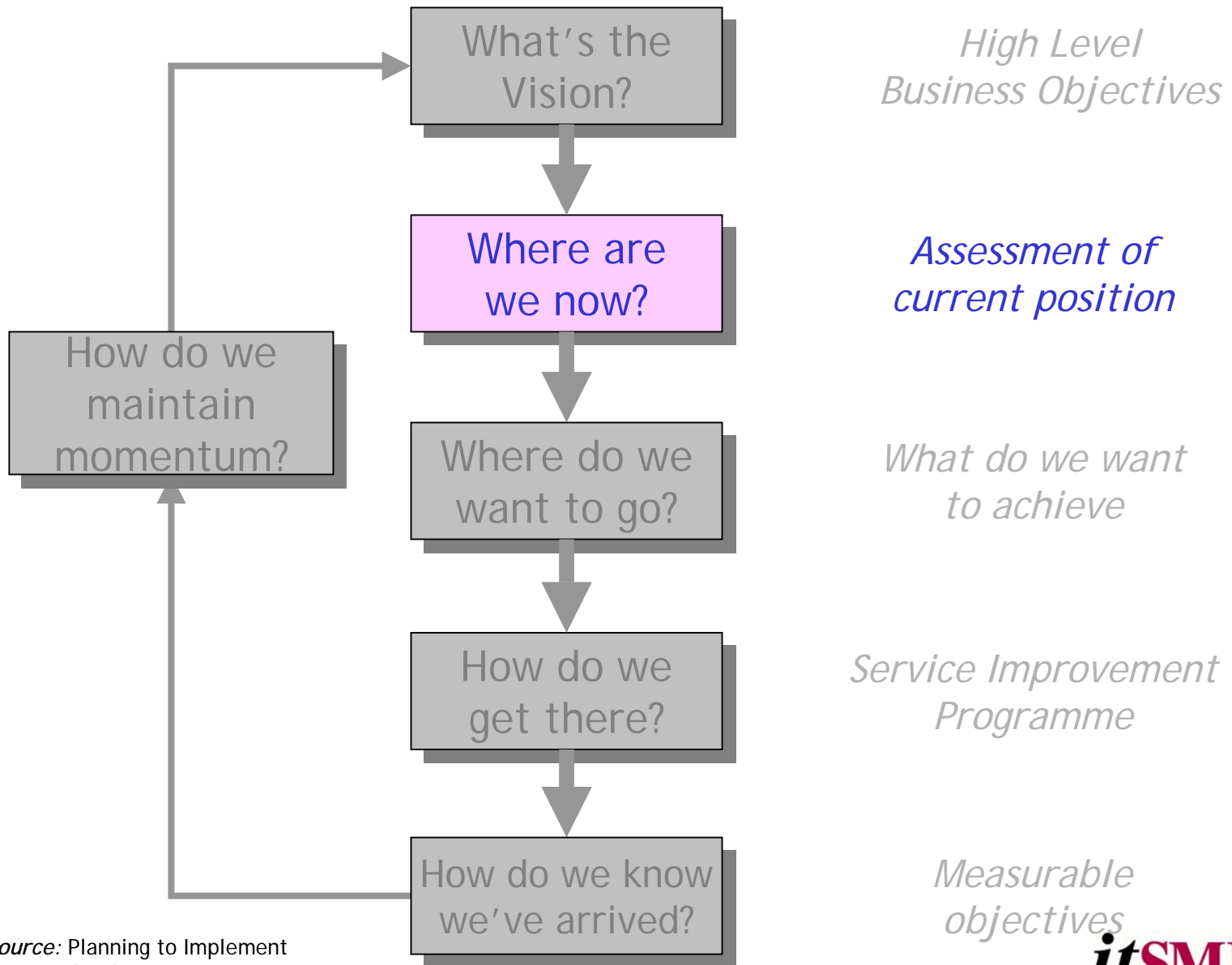


## Director Level Commitment

- Historical Link to ITIL
- Use of assyst as evidence of conformance to Standard
- Awareness Campaign outlining Reasons and Benefits
- Total Commitment throughout Axios



# BS15000 - Process Flow



Source: Planning to Implement Service Management.



# Achieving BS15000

- Assessing our current practices.
- Comparing those with BS15000 standard.
- Documenting and understanding the differences.
- Closing the gap.
- Being audited for compliance
- Having the party.
- Maintaining that compliance.



# Achieving BS15000

- Assessing our current practices.
- Create a Project Team
  - Project Manager
  - Head of IT Support
  - Service Desk Manager/Problem Manager
  - IT Support Team Leader
  - Team Leader Technical Authors (Qualified Auditor)
- Allocate Roles and Responsibilities
- Create a Project Plan/Action list



# Achieving BS15000



- Comparing Processes with BS15000 standard.
  - Operational maturity
    - Compare process philosophy with BS15000 standard
    - Identify skill levels
    - Establish depth of documentation
    - Establish awareness
  - Current Performance
    - Product metrics
    - Service Level Agreements
  - Customer Satisfaction
    - Surveys
    - Liaison meetings



# Achieving BS15000

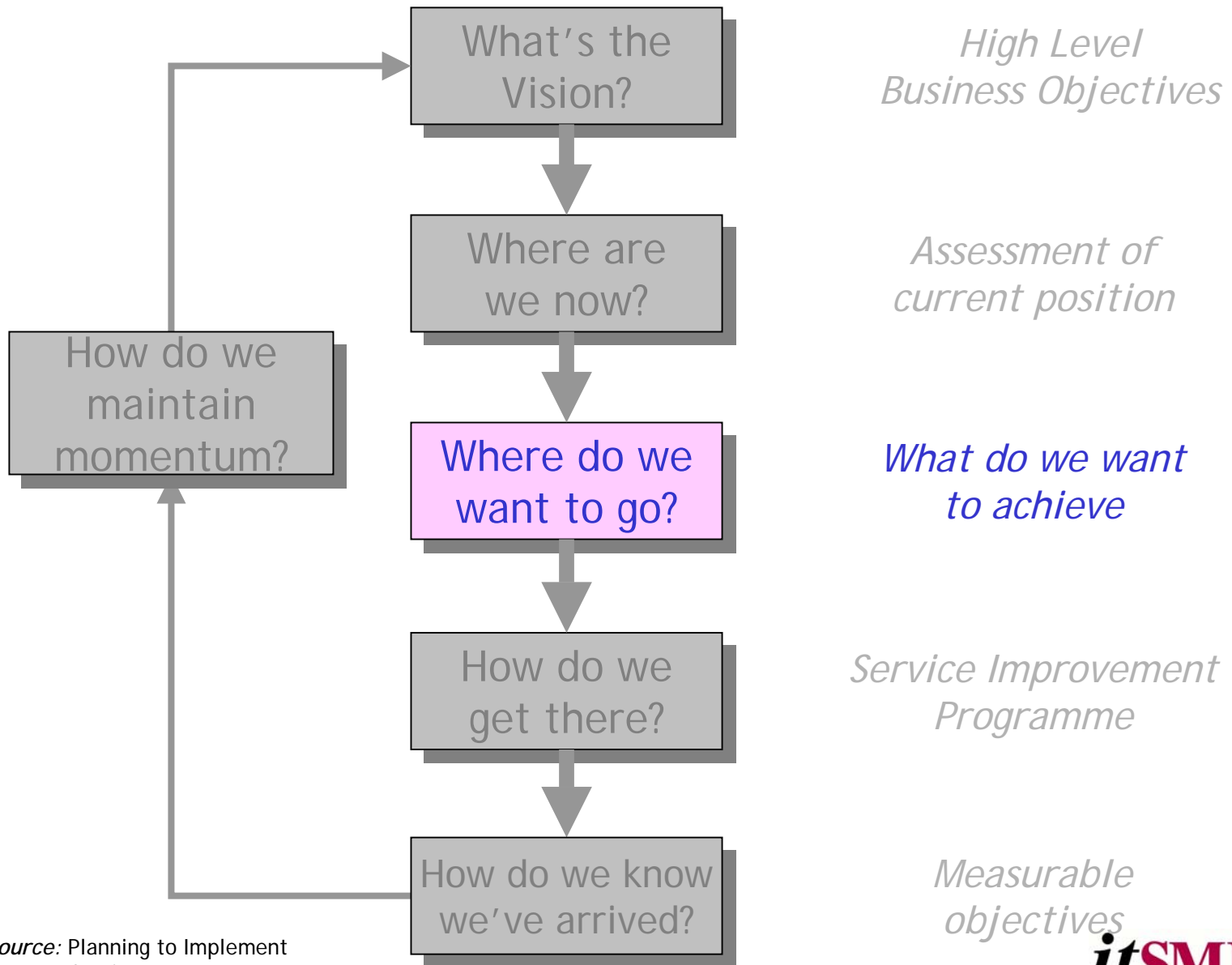
- Documenting and understanding the differences.

## Processes - Plans and Work Instructions

- Gap analysis to create :
  - List of missing documentation
  - List of documentation to be updated
  - List of documentation to be completed



# BS15000 - Process Flow



Source: Planning to Implement Service Management.



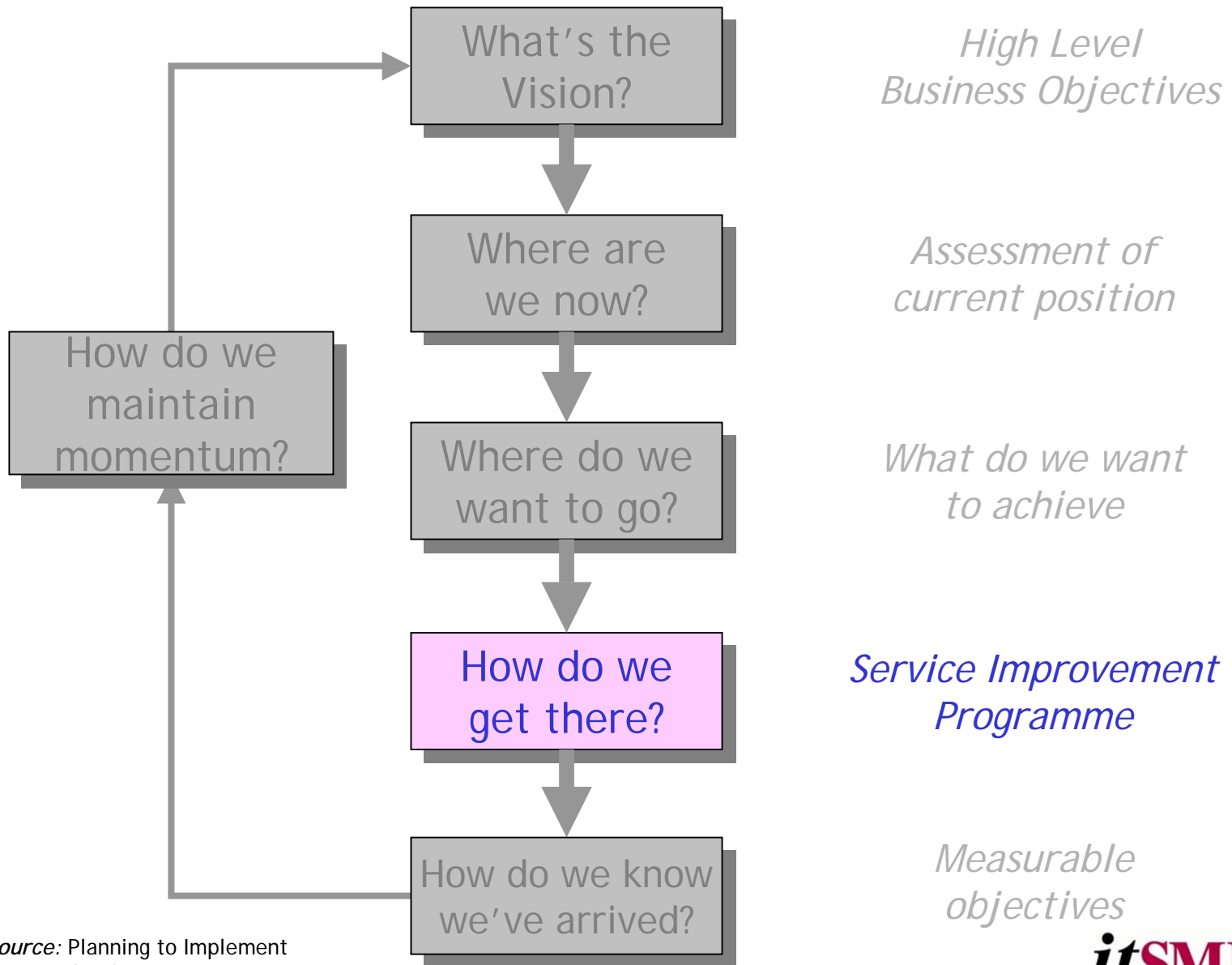


# Achieving BS15000

- Closing the gap.
  - Updating existing documentation
  - Updating incomplete documentation
  - Creating missing documentation
  - Regular updates



# BS15000 - Process Flow



Source: Planning to Implement Service Management.



# Achieving BS15000

- Being audited for compliance.

The auditors needed to be satisfied that :

- The relevant processes existed within Axios
- The processes were documented in appropriate procedures
- All relevant staff had access to, understood and followed those procedures



# Demonstrating Conformance



Traditionally ,within the ISO9000 certification process, most of the demonstration of conformance has rested upon supporting documentation.



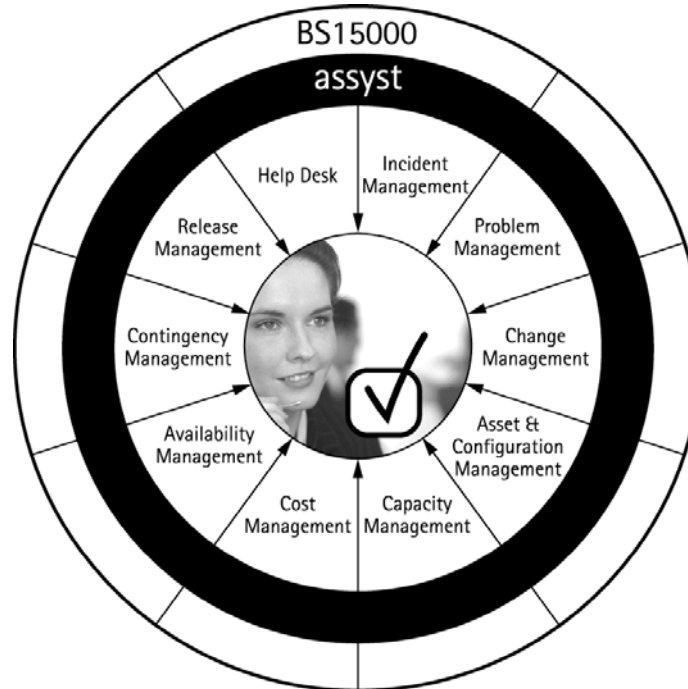
For BS15000 most of our supporting records were facilitated and maintained by the proper implementation and use of our own fully integrated Service Management tool, assyst.



# Demonstrating Conformance

Our use of assyst helped to :

- Enhance and support Axios in executing the practices that conform with BS15000 process
- Provide evidence of conformant process
- Effectively constitute the process itself



# The Audit

- Phase 0: Planning - the project structure, establishing key milestones and deadlines, agreeing deliverables and reporting format, scheduling resources.
- Phase 1: SMS Documentation review/Pre-assessment - establishing a baseline high-level understanding of Axios's SMS that embraces the BS 15000 criteria and identifying any gaps that need review prior to Assessment.
- Phase 2: Fieldwork, reporting and assessment - confirming the effective implementation of Axios's SMS, including policies, procedures and implemented controls as defined in the standard.
- Phase 3: Ongoing Assessment Visits - continuing periodic visits to facilitate ongoing compliance with BS 15000-1 as required by itSMF, the overseeing certification scheme body

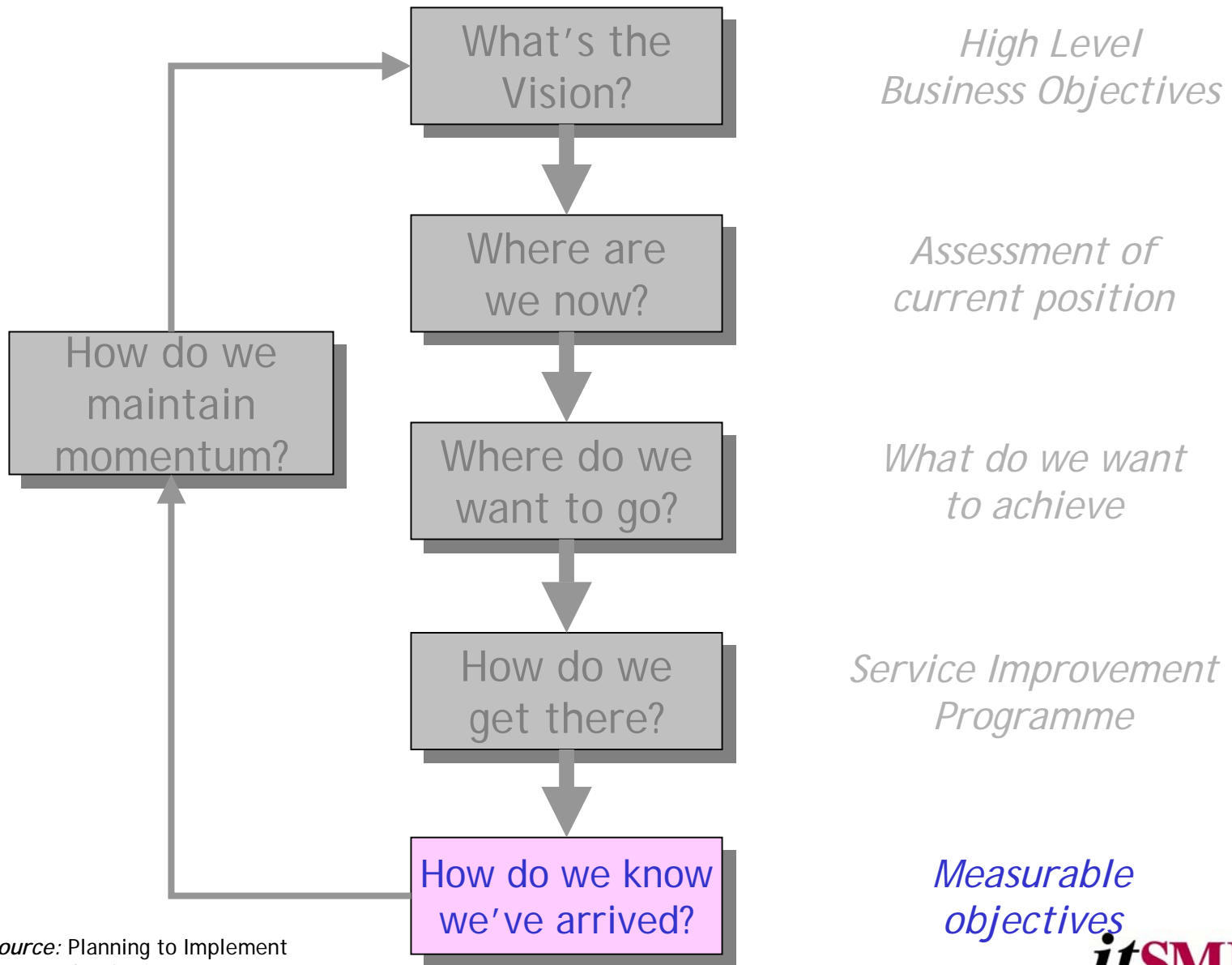


# The Audit

- Gap analysis of our documentation - offsite
- Further review of documentation - onsite
- Corrective Action Plan
- Audit stage - interviews with staff
- Improvement note register - no major non conformances
- Recommendation for certification



# BS15000 - Process Flow



Source: Planning to Implement Service Management.





# What We Wanted To Achieve



Awarded on the 27<sup>th</sup> February 2004

"The standard is very demanding in its requirements of IT service providers. It is incredible that Axios have been able to demonstrate that they have achieved such a high level of process maturity so soon. This far exceeds our expectation and we hope that many other organisations will follow their excellent example."

Colin Rudd, Chair of the itSMF BS15000 Certification Committee



# Achieving BS15000

- Having the party.

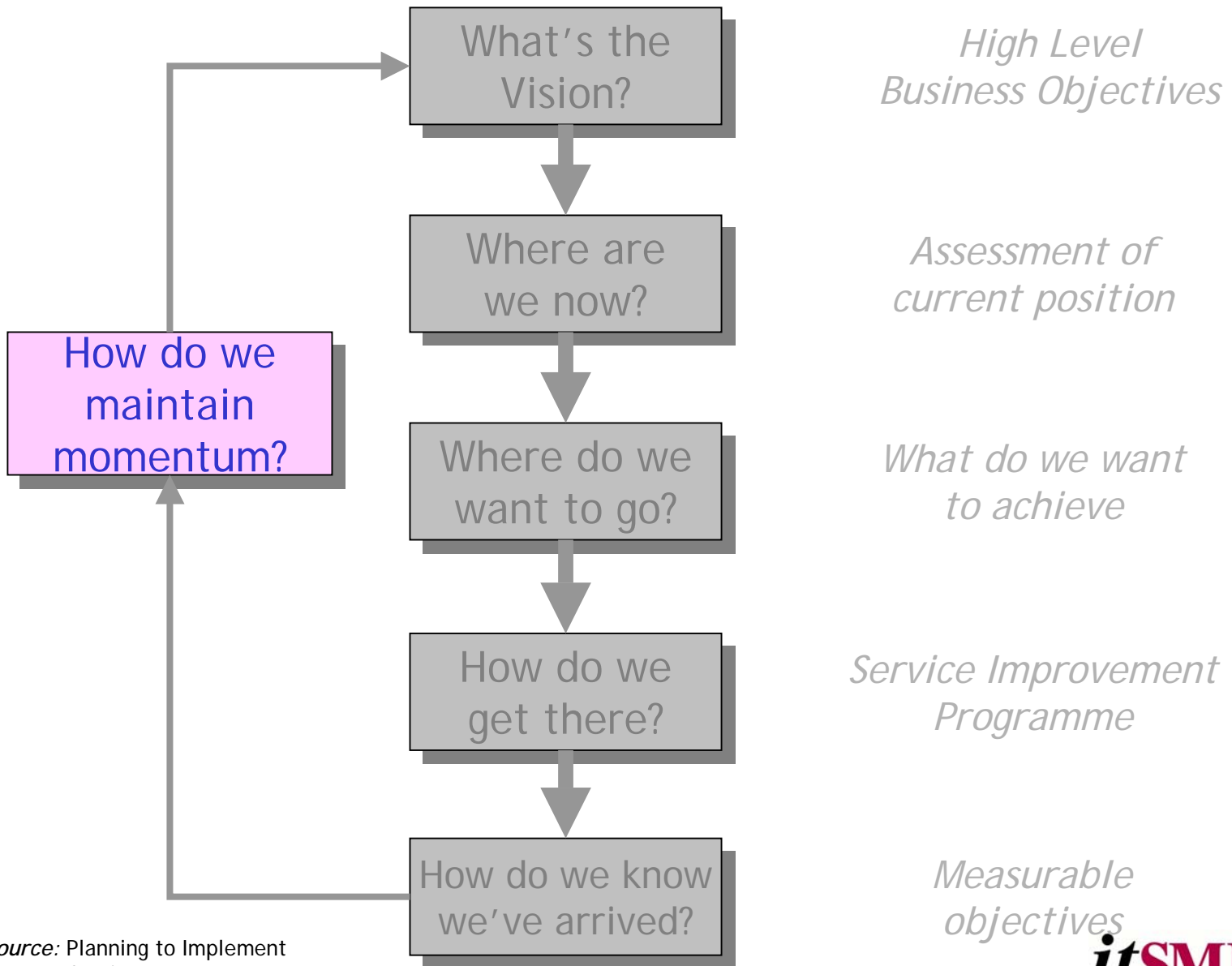


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assyst  
by AXIOS SYSTEMS

itSMF

# BS15000 - Process Flow



Source: Planning to Implement Service Management.



# Achieving BS15000

- Maintaining that compliance.

Once we had achieved our goal, how do we ensure we maintain them?

We may have arrived at the correct destination, but how do we stop ourselves ending back up where we started?



# Achieving BS1500

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- Maintaining that compliance.
  - Continuous measurement
  - Regular reports
  - Shout about success
  - Continued improvement (S.I.P)
  - Staff motivation (Training)
  - Constantly reinforce message
  - Retain focus

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# Achieving BS15000

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- Maintaining that compliance.
- Auditors return every 6 Months for three years
- Ongoing review of Service Improvement Plan
- Ongoing recommendations
- Re-audit after the third year

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