

سمینار آموزشی سیستم مدیریت امنیت  
اطلاعات بر پایه سیاستهای استانداردهای  
BS7799 & BS15000



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سمینار آموزشی سوم

Part Three

IT Service Management Systems  
& BS15000



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# What is BS15000?



- BS15000 Series Enables Organization to Understand how to enhance the quality of service delivered to their customers both *Internal* and *External*. (BS15000-2:2003)

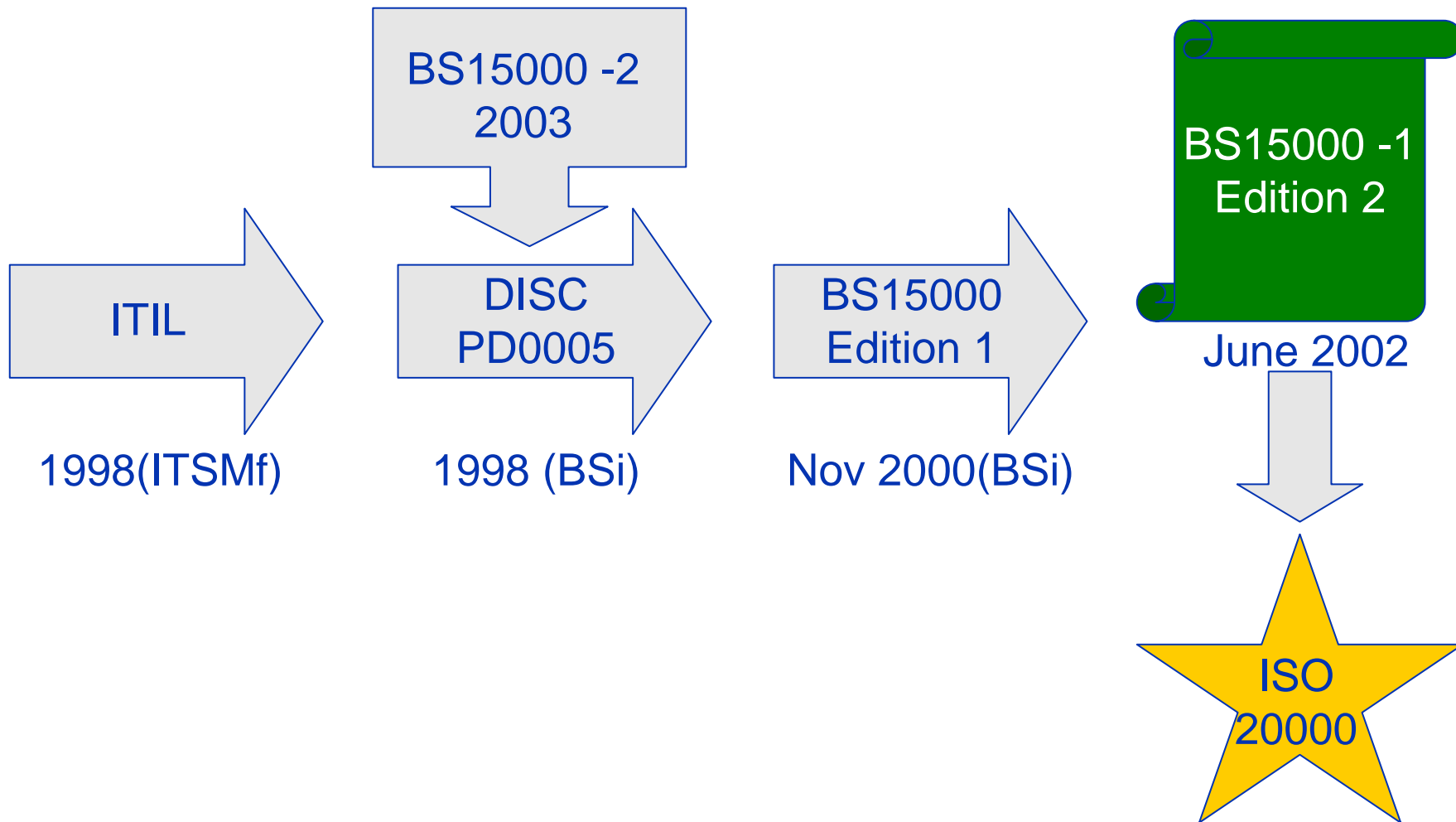
**The heart of BS15000 is some 6½ pages of carefully chosen words. These words set out to define and delineate what things an organization must to do in order to deliver and support IT services for its customers, be they internal or external customers**

# What is BS15000?



- Standard for IT Service Management providers
- Set of minimum requirements that all service providers should aspire to
- Although a British Standard it can be applied worldwide
- Indeed there are already service providers certified across the globe
  - See [www.BS15000Certification.com](http://www.BS15000Certification.com) for the latest list

# History of BS15000



## Committees Responsible for BS15000 Standard (BDD/3)



- British Broadcasting Co. (BBC)
- British Computer Society (BCS)
- Office of Government Commerce (OGC)
- IT Service Management Forum (itSMF)
- Liaison-IST/15

# Committees Responsible for BS15000 Standard (BDD/3)



**BSi** (British Standards Institute) publish BS 15000 (parts 1 and 2)  
Are promoting the standard to ISO

**OGC** (Office of Government Commerce) in the UK publish ITIL

ITIL is the worldwide de facto framework for IT Service Management processes

BS 15000 provides a set of minimum requirements that make ITIL live and breathe

Certification scheme is set by the **itSMF** and operated by approved auditors

**itSMF** is the only truly independent and internationally-recognised forum for IT Service Management professionals worldwide

It is a prominent player in the on-going development and promotion of IT Service Management “best practice”, standards and qualifications

- **Part 1:** Specification dot Service Management

Formal Specification & Requirements

- **Part 2:** Code of Practice for Service Management

***Describe the best practices in more detail & provide recommendation & guidance***





# What is ITIL?



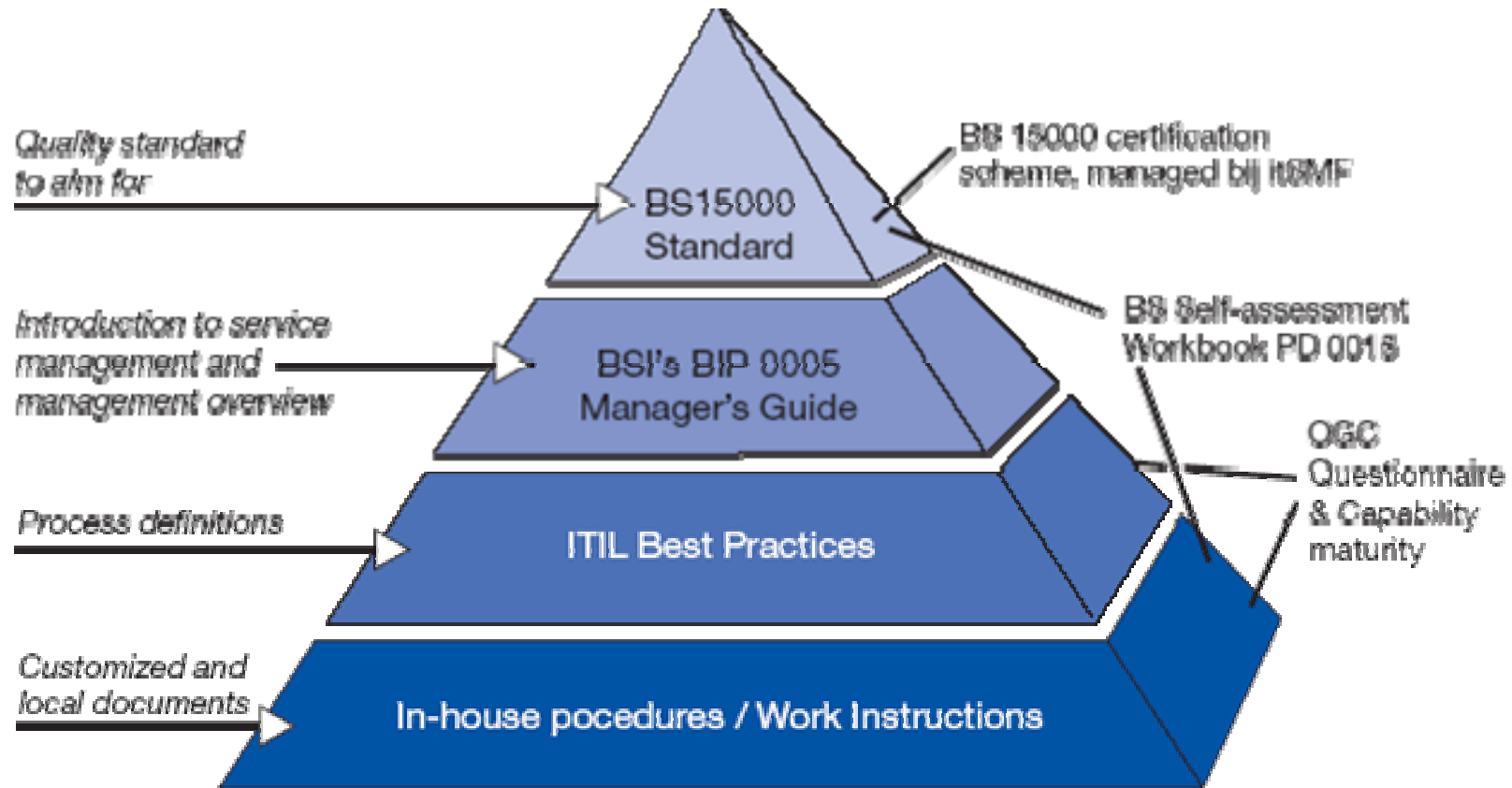
ITIL is all about which processes need to be realized within the organization for management and operation of the IT infrastructures to promote optimal service provision to the customer at justifiable costs.



# What is ITIL?

- Provides guidance on strategic, tactical and operational management of IT infrastructure
- Provides a systematic, process-based approach, supported by procedures
- Suggests implementation strategies
- Acts as a training aid
- Complies with requirements for ISO9001 quality standards

# ITIL & BS15000





- **Processes in Place**
- **Documented**
- **Trained**
- **Followed**
- **Compliance**
- **Corporate Certification**

- **Processes**
- **Documentation**
- **Training**
- **Integrated**
- **Best Practice**
- **Individual Certification**

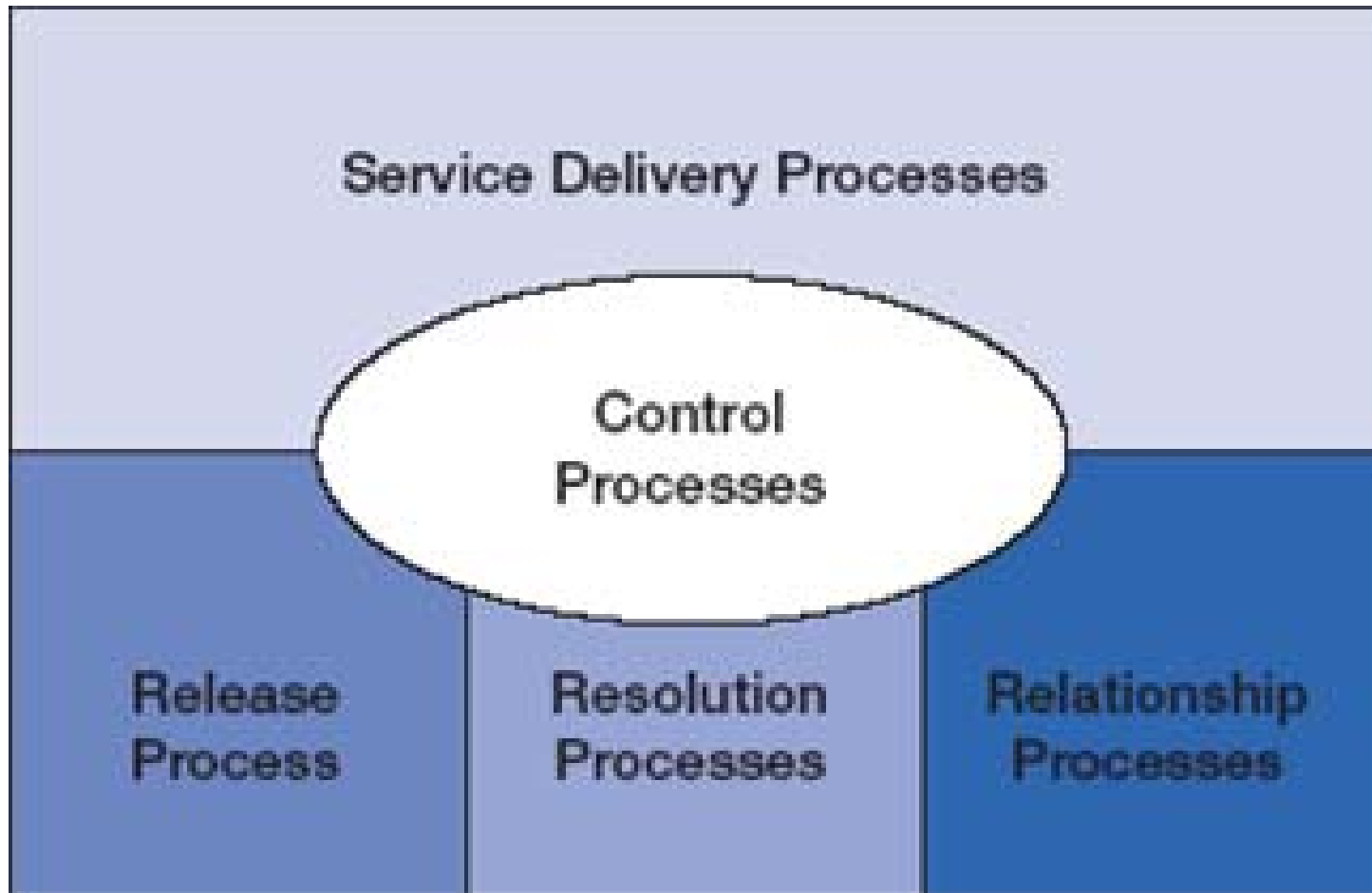


# The Benefits of BS 15000 for Customers



- The standard promotes :
  - ✓ Continual alignment of service management to customer requirements
  - ✓ Collaborative alignment to future customer plans
  - ✓ Endemic culture of continuous improvement
  - ✓ Pro-active risk management
  - ✓ SMART metric management that is acted upon
    - **S**pecific, **M**easurable, **A**chievable, **R**ecorded (**R**eported) and **T**ime bound
  - ✓ Consistent and predictable processes that inter-lock
  - ✓ The following diagram represents one view of process inter-locks driven from the customer requirements

# BS15000 Scope



- Terminology : Using a common clear definition in managing organizational change *(ref BS15000-1)*

**Objective:** *To provide a management system, including policies & framework to the effective management & implementation of all IT services*

- Management Responsibility
- Documentation Requirement
  - Policies & Plans
  - Service Documentation (*Service Level Agreements*)
  - Procedures & Processes
  - Record Controls
- Managing Documents
- Competence awareness & Training



**Objective:** *To plan the implementation and delivery of service management*

- Plan service management
- Implement service management & Provide Service (Do)
- Monitoring & Measuring & Reviewing (Check)
- Continuous improvement (Act)

*Objective: To define, agree, record & manage levels of service*

- Service level management
- Service Continuity & availability management
- *Budgeting & accounting for IT services*
- *Capacity management*
- ***Information Security Management***

## 5.6 Information Security Management

**Objective:** *To manage information security effectively within all service activities*

- 5.6.1 Identifying & classifying information assets
- 5.6.2 Security Risk Assessment
- 5.6.3 Controls

## ■ Business relationship management

- *To establish & maintain a good relationship between service provider & customer based on understanding the customer & their business needs*

## ■ Supplier management

- *To management the service provider(s) to ensure the provision of seamless, quality service*

## ■ Incident Management

- *To restore normal service ASAP in order to minimize business disruption*

## ■ Problem Management

- *To identify & manage the underlying cause of service incidents whilst minimizing or preventing disruption to the customers*

## ■ Configuration Management

- *To define & control the components of service & infrastructure & maintain accurate configuration information*

## ■ Change Management

- *To ensure all changes are assessed, approved, implemented & reviewed in a controlled manner*

- Release Policy
- Release Rollout Planning
- Developing or acquiring software
- Design, Build & Configure release
- Release verification & acceptance
- Roll out , Distribution & Installation

# What we Get?

