



# TOP 10 ISO 20000 Must Haves

ISO 20000 executives tell us every quarter about their must haves.

Here are their most urgent ones.

01

Secure that your process is involved in data analysis in the IT service Management field with both Service Desk and Desk side support services.

02

Invest in transforming your organization and governance structure to support customer information security initiatives.

03

Work with various operational and business teams to drive toward a cohesive view of security risk and drive remediation items to closure.

04

Make sure your process designs and recommends security policies and procedures to implement; ensure compliance to policies and procedures.

05

Have confirmed data driven decision making involvement and judgment, along with a risk management approach.

06

Design and develop key service management processes, workflows, and data model requirements following best practices.

07

Implement automatic storage management and data guard at desired levels according to industry best business practices.

08

Effectively use data analytics and data analysis tools to support quality and risk programs.

09

Develop experience establishing and implementing Project Management, IT service Management (ITSM) and IT security services.

10

Make sure your team is involved in IT service management (ITSM) and information technology infrastructure library (ITIL) frameworks.

## ARE YOU PREPARED TO TACKLE THESE?

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