

Applicability of ISO 20000 divided by industry

This is the list of most common issues ISO 20000 implementation addresses. Some of the issues are typical for particular industry, but that doesn't mean that it is not found i.e. applicable to other industries.

Area	Industry	Issues to resolve	How ISO 20000 can help
ISO 20000	All industries	IT department has problem with roles i.e. functions descriptions and respective responsibilities	Implement ITIL or ISO 20000 to create strong foundation for internal processes, roles and functions with belonging responsibilities.
ISO 20000	All industries	To prove your competency on the market (or inside own organization)	Implement ISO 20000 to prove your competence: <ul style="list-style-type: none"> • To manage own organization • To manage and control processes • To govern provided services from design to operational including continual service improvement • To fulfill service requirements
ISO 20000	All industries	Hugh damage caused by incidents Damage caused by uncontrolled order of IT equipment	Implement Incident and Service Request Management process according to ISO 20000
ISO 20000	All industries, particularly in Retail and Telecomm	Incident resolution costs too much and/or takes long time	Implement Incident and Service Request Management process according to ISO 20000
ISO 20000	All industries, particularly in Telecomm	You are responsible for huge number of assets and/or there is hardly control of it	Implement Configuration Management process according to ISO 20000
ISO 20000	IT Service Provider	Penalties of incidents which are not resolved on time are high	Implement Service Level Management and Incident and Service Request Management according to ISO 20000
ISO 20000	Financial Government	Costs of security incidents caused by inconsistency of users access rights and credentials policy are very high	Implement Information Security Management process according to ISO 20000
ISO 20000	IT Outsourcing	Contact with customer is based on numbers and reports i.e. there is no social contact with the customer	Implement Business Relationship Management according to ISO 20000
ISO 20000	IT Outsourcing	Service level requirements and/or contract with the customer do not exist or are insufficiently defining maintenance parameters	Implement Service level Management according to ISO 20000