**ISO 20000 Implementation Project Checklist**

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| **Implementation Phase** | **Item** | **Done** |
| Standard | Get ISO 20000 standard (ISO 20000 -1 mandatory) |  |
| Identification | Create Project Proposal document |  |
| Prepare Project Proposal management presentation |  |
| Obtain management support | Present project to the management   * Define participants list * Send invitation * Run the meeting |  |
| Get management approval |  |
| Select certification body | Set criteria for certification body |  |
| Shortlist candidates |  |
| Organize meeting   * Define (internal resources as well as contacts from candidate organizations) participation list * Send invitation * Run the meeting(s) |  |
| Evaluate proposals |  |
| Prepare proposal |  |
| Get approval |  |
| Communicate decision   * Internally * To the chosen certification organization |  |
| Define scope | Define Scope of the project |  |
| Prepare Project Plan |  |
| Prepare budget and resources proposal |  |
| Organize Kick-off meeting   * Define participants list * Send invitation * Run the meeting |  |
| Assessment and GAP analysis | Prepare templates for process GAP analysis |  |
| Define persons responsible |  |
| Perform GAP analysis   * Organize meetings with persons responsible * Document gaps |  |
| Prepare templates for trainings |  |
| Prepare templates for service improvement |  |
| Process and SMS documentation | Prepare templates to set up the SMS (Service Management System)   * Use documents from toolkit |  |
| Prepare templates for processes in scope   * Use documents from toolkit |  |
| Create workshop schedule for SMS and process assessment |  |
| Perform workshops and fill in SMS and process templates   * Adapt to own requirements * Define those responsible and accountable for SMS and processes in scope |  |
| Generate SMS and process documentation   * Finish documentation * Check with those responsible for SMS and process * Finalize documents |  |
| Training and awareness | Define group(s) for training |  |
| Send training invitation |  |
| Prepare training venue |  |
| Prepare training materials |  |
| Perform training |  |
| Create training records |  |
| Implement SMS and processes | Prepare awareness campaign schedule |  |
| Prepare communication, i.e. awareness documentation (e-mails, intranet page, posters… etc.) |  |
| Perform awareness campaign, i.e. communicate changes, responsibilities and process to all affected parties |  |
| Implementation review | Perform internal audit  Prepare template/questionnaire  Inform all involved parties  Perform audit |  |
| Define deviations and respective measures to eliminate them |  |
| Implement defined measures |  |
| Certification | Agree on schedule with certification organization:   * Pre-Audit * Certification Audit |  |
| Organize pre-audit   * Define (internal resources as well as contacts from candidate organizations) participation list * Send invitation * Run the meeting |  |
| Organize pre-audit   * Define (internal resources as well as contacts from candidate organizations) participation list * Arrange meeting facilities * Send invitation * Run the meeting * Document pre-audit findings |  |
| Implement measures defined at pre-audit |  |
| Organize audit   * Define (internal resources as well as contacts from candidate organizations) participation list * Arrange meeting facilities * Send invitation * Run the meeting |  |
|  | Prepare audit findings implementation plan |  |
|  | Implement audit findings according to the plan |  |
| Continual Service Improvement | Define improvement plan   * Prepare template (from toolkit) * Define improvement targets and respective measures |  |
| Implement improvement measures |  |