**List of questions to ask ISO 20000 consultant**

Before deciding about engaging consultant for your ISO 20000 project implementation, consider these questions and use them while talking to ISO 20000 consultants.

**General questions:**

1. What is his experience in [industry]?
2. How many customers did he have? What kind of customers has he served? Can he provide a reference list?
3. What is his (business) experience out of ISO 20000 and IT Service Management?
4. Has he ever had customer facing role (e.g. Service Level Manager, Key Account Manager)? Was it in IT Service Management?
5. What is his experience in following areas:
   1. risk management
   2. financial management (in IT)
   3. project management
   4. other ISO standards (general knowledge or implementation experience)

**ISO 20000 experience related questions:**

1. How many projects of ISO 20000 implementation has he finished successfully in last two years?
2. From ISO 20000 implementation projects – how many of his customers applied for certification and how many were successfully ISO 20000 certified (in first attempt)?
3. What was the most complex ISO 20000 assignment he has had? Can he describe it shortly?
4. What is his educational path in ISO 20000 i.e. what kind of ISO 20000 certificates he has?
5. Does he deliver ISO 20000 trainings? If yes, how many trainings did he provide, for how many people?
6. Has he ever published any expert article? How many and where?
7. Can he show you example of Incident and Service Request Management process that he created for some of his customers?
8. Can he briefly describe ISO 20000 structure:
   1. Requirements defined in ISO 20000-1
   2. Other documents available in ISO 20000 documentation set

**Implementation specific questions:**

1. What are the most common issues in ISO 20000 implementation project he faced and what was his approach to resolve them?
2. What is the usual length of the implementation project? What does it depend on?
3. How would he define scope of the project in your case?
4. Can he name few mandatory documents required by ISO 20000?
5. How did he define escalation in scope of Incident and Service Request Management process?
6. What kind of changes does he consider when implementing Change Management process?
7. How did he define Configuration Items?
8. Is there a need to create Service Catalogue. If the answer is yes - what would be his suggestion about the implementation approach, inputs, outputs…etc.?
9. Can he explain how did he define accounting for the services on some of his projects?
10. What is his suggestion in regard of how to define responsibilities to perform particular tasks on the project?