



ITA-CCSC Receives ISO 20000 Certification

Washington, D.C. – The U.S. Army Information Technology Agency - Consolidated Customer Service Center (ITA-CCSC) was recently recognized for demonstrating best practices in IT Service Management (ITSM). The ITA Directorate was awarded a Certificate of Registration that certifies their IT Service Management System was found to be in conformance with the ISO/IEC 20000-1:2005 standard. The scope of the ISO Registration is the provision of Service Desk services to the Headquarters of the Army (HQDA) customers within both the technical and organizational boundaries of the Pentagon.



ISO/IEC 20000 is the first international IT standard that allows organizations to demonstrate excellence and best practices in IT Service Management. Recipients of the certification utilize an integrated set of management processes in order to effectively deliver services and ensure the use of evidence-based benchmarks. These benchmarks allow organizations to continuously improve their delivery of IT services to their organization and its customers.

CCSC began the ISO/IEC 20000 certification process in January of 2010 and completed 18 months of system assessments, audits and reviews. Achievement of the certification has provided the Directorate with a reaffirmed commitment to IT Service Management, guidance on best practices, and accountability for their ITSM processes.

ISO/IEC 20000 is aligned with and complementary to the process approach defined within Information Technology Infrastructure Library (ITIL) from the Office of Government Commerce (OGC).

ITA-CCSC's receipt of the ISO/IEC 2000-1:2005 Certification signifies the Directorate's dedication to effectively managing their ITSM System, and commitment to providing an unparalleled customer experience in a rapidly evolving IT environment.