



## ITA-CC Service Desk Continues ISO/IEC 20000 Certification

Washington, D.C. – The U.S. Army Information Technology Agency's Customer Care Service Desk (ITA-CC Service Desk) maintains the International Organization for Standardization and International Electrotechnical Commission (ISO/IEC) 20000 Certification for best practices in Information Technology Service Management (ITSM). ISO/IEC 20000 is the international IT standard for organizations to demonstrate excellence and best practices in ITSM. The scope of ITA-CC Service Desk's ISO/IEC certification is the provision of service desk services to the Headquarters Department of the Army (HQDA) customers in the Pentagon. The ITA-CC Service Desk received the Certificate of Registration for conformance to ISO/IEC 20000-1:2005 standards in November 2011 and must continue to pass both internal and external audits to maintain the ISO/IEC Certification. In May 2012, the ITA-CC Service Desk passed their most recent ISO/IEC 20000 Audit.

Ms. Deb Bouslog (Deputy Director, ITA Enterprise Management), Mr. Chris Cason (Service Desk Acting Division Chief, ITA Customer Care) and Mr. Alef Girma (Service Desk ITIL Expert and ISO 20000 Lead, ITA Customer Care) led the ISO/IEC



20000 initiative to establish ITA as a model for implementing IT best practices within the Department of Defense (DoD). "The ITA Customer Care Service Desk sought out, pursued and achieved the monumental status of becoming one of the first government owned ISO/IEC 20000 certified organizations in the US and the first in the DoD. This great accomplishment was a result of the Service Desk's dedication to being customer-focused and service-driven," stated Mr. Girma.

The ITA-CC Service Desk utilizes multiple channels to prepare the organization and workforce for ITSM audit-readiness. Through effective communication, training, simulations, and mock interviews, the workforce is prepared for internal and external audits. A Service Management Plan outlines objectives and goals to guide decisions and provide direction to the workforce. The ITA-CC Service Desk also implemented a Service Management System to track progress and areas of improvement during audits.

In January 2010, the ITA-CC Service Desk began the ISO/IEC 20000 certification process which included 18 months of system assessments, audits and reviews. Recipients of the certification



utilize management processes to effectively deliver services and ensure continuous improvements.

The Defense Information Systems Agency (DISA) featured the ITA-CC Service Desk's ISO/IEC 20000 Certification at the June 2012 Enterprise Service Management Framework Consortium. The certification and public acknowledgement illustrates ITA's commitment to supporting our customer's missions.

The ISO/IEC 20000 Certification and auditing is an ongoing process requiring continuous effort. With the next ISO/IEC 20000 audit scheduled for July 2013, you can be assured that the ITA-CC Service Desk will put the Byte in the Fight!