

# D129: DEMO OF ISO 20000-1:2011 Document Kit

**Price 450 USD** Total editable documentation package for quick ISO 20000 certification

Complete editable document tool kit (ITSMS plan, procedures, policies, formats, SOPs, job descriptions audit checklist etc.)

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## Chapter-1.0 CONTENTS OF ISO 20000-1:2011 DOCUMENT KIT (More than 130 document files)

A. The Total Editable Document kit has 7 main directories as below  
in Ms. Word / Ms. Excel.

### ISO 20000-1:2011 Document kit for stage representation

Sr. No.	List of Directory	Document of Details
1.	ITSMS Plan	02 Files - 50 Pages in Ms. Word and process flow in image
2.	Procedures	19 procedures – 140 pages in Ms. word
3.	Policies	14 policies - 21 pages in Ms. Word
4.	Standard Operating Procedures (SOPs)	09 SOPs – 35 pages in Ms. word
5.	Job Descriptions	24 Job Descriptions – 35 pages in Ms. Word and 1 roles and responsibilities with organization chart
6.	Formats / Templates Name of Departments	69 formats for approx 110 pages in Ms. Word / Excel
	Admin (Admin)	12 formats in Ms. Word / Excel
	HW	06 formats in Ms. Word / Excel
	Information Security (IS)	02 formats in Ms. Word / Excel
	Marketing (MKT)	02 formats in Ms. Word / Excel
	Purchase (PUR)	05 formats in Ms. Word / Excel
	Service (SER)	17 formats in Ms. Word / Excel
	SMS	17 formats in Ms. Word / Excel
	Training (TRG)	08 formats in Ms. Word / Excel
7.	Audit Checklist	02 files of more than 750 questions

**Total 135 files - 390 pages quick download in editable form by e delivery**

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## B. ISO 20000-1:2011 requirement wise documents list:

Document No.	Document Title
	Project resources
<b>Section 04. Service management system general requirements</b>	
<b>Section 4.1 Management responsibility</b>	
	<b>4.1.1 Management commitment</b>
ITSMS/01	Service management system plan
F/SER/13	Key performance indicator template
F/SMS/11	Management Review Minutes Of Meeting
	<b>4.1.2 Service management policy</b>
ITSMS/01	Service management system plan
Policy/13	Service Management Policy
F/SMS/17	Objective Monitoring Sheets
	<b>4.1.3 Authority, responsibility and communication</b>
PRO/01	Procedure for communication
F/Admin/12	Job Description( Filled for all category)
	<b>4.1.4 Management representative</b>
Process/01	Process chart
F/SMS/09	Process Improvement Form
F/Admin/12	Job Description (Filled for M.R.)
F/HW/03	Assets Register
<b>Section 4.2 Governance of processes operated by other parties</b>	
Process/01	Process chart
<b>Section 4.3 Documentation management</b>	
	<b>4.3.1 Establish and maintain documents</b>
Process/01	Service management process charts and all documents
ITSMS/01	Service management system plan
	<b>4.3.2 Control of documents</b>
PRO/02	Procedure for document control
F/SMS/01	Master List And Distribution List Of SMS Documents
F/SMS/02	Change Request Form
F/SMS/10	Change Control Log
	<b>4.3.3 Control of records</b>
PRO/03	Procedure for control of records
F/SMS/04	Master List Of Records
<b>Section 4.4 Resource management</b>	
	<b>4.4.1 Provision of resources</b>
F/MKT/01	Customer Feed Back Form
	<b>4.4.2 Human resources</b>
PRO/18	Procedure for training

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SOP/04	Personnel Recruitment
F/Admin/05	Experience, Personal Information & Assessment Chart (EPIAC)
F/TRG/01	Training Calendar
F/TRG/02	Employees Competence Report
F/TRG/03	Induction Training Report
F/TRG/04	Training Report
F/TRG/05	Skills Matrix Sheet
F/TRG/06	Requisition For Training
<b>Section 4.5 Establish and improve the SMS</b>	
	<b>4.5.1 Define scope</b>
ITSMS/01	Service management system plan
	<b>4.5.2 Plan the SMS (Plan )</b>
ITSMS/01	Service management system plan
	<b>4.5.3 Implement and operate the SMS (Do)</b>
SOP/05	Service Reporting
F/SER/03	Risk Management And Tracking Sheet
	Roles and responsibilities
	<b>4.5.4 Monitor and review the SMS (Check)</b>
PRO/04	Procedure for internal audit
F/SMS/06	Audit Plan / Programme
F/SMS/07	Internal SMS Audit Non-Conformity Report
F/SMS/08	Audit Checklist Report
F/SMS/12	Internal Quality Audit - Observation Sheet
PRO/08	Procedure for Management Review
F/SMS/13	Agenda For Management Reviews
	<b>4.5.5 Maintain and improve the SMS (Act)</b>
PRO/05	Procedure for improvements
PRO/06	Procedure for service management
F/SMS/03	Corrective Action Report/Preventive Action Report
F/SMS/16	SMS Non-Conformance Report Log
F/SMS/05	Service Improvement Plan
F/SMS/09	Process Improvement Form
F/SER/02	Component Failure Impact Analysis
<b>Section 05. Design and transition of new or changed services</b>	
<b>Section 5.1 General</b>	
Policy/06	Change Management Policy
<b>Section 5.2 Plan new or changed services</b>	
F/SER/05	Change Request Forms
PRO/07	Procedure for delivery of new changes
<b>Section 5.3 Design and development of new or changed services</b>	
F/TRG/02	Employees Competence Report
F/Admin/09	Human Resource Requisition Form
F/PUR/02	Office Supplies Request Form

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F/PUR/03	Purchase Request Form
F/TRG/06	Requisition For Training
<b>Section 5.4 Transition of new or changed services</b>	
F/SER/14	Service acceptance criteria template
F/SER/08	Customer Service Report
<b>Section 06. Service delivery processes</b>	
<b>Section 6.1 Service level management</b>	
F/SER/06	Operational Level Agreement Template
F/SER/17	Service catalogue
F/SER/16	Service level agreement
F/SER/06	Service Management Policy
<b>Section 6.2 Service reporting</b>	
SOP/05	Service Reporting
F/SER/08	Customer Service Report
F/MKT/02	Customer Complaint Report
<b>Section 6.3 Service continuity and availability management</b>	
	<b>6.3.1 Service continuity and availability requirements</b>
PRO/09	Procedure for service continuity
SOP/03	Service Continuity Testing
SOP/06	Risk Management
	<b>6.3.2 Service continuity and availability plans</b>
PRO/19	Procedure for availability management
Policy/01	Availability Management Policy
F/SER/09	Availability Plan template
F/SER/03	Risk Management And Tracking Sheet
	<b>6.3.3 Service continuity and availability monitoring and testing</b>
F/SER/15	Service continuity plan template
F/SMS/15	Business Continuity Test Report
<b>Section 6.4 Budgeting and accounting for services</b>	
PRO/10	Procedure for Budgeting and Accounting Services
Policy/04	Budgeting and Accounting Policy
<b>Section 6.5 Capacity management</b>	
PRO/11	Procedure for Capacity Management
Policy/05	Capacity Management Policy
F/SER/07	Capacity Planning
F/Admin/09	Human Resource Requisition Form
F/SER/10	Capacity Plan template
<b>Section 6.6 Information security management</b>	
	<b>6.6.1 Information security policy</b>
PRO/17	Procedure for organization security
Policy/09	Information Security Policy
F/SER/03	Risk Management And Tracking Sheet
	<b>6.6.2 Information security controls</b>

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Policy/02	Visitor Policy
SOP/02	e mail and messenger use
Policy/10	Internet Policy
SOP/01	SOP for Group Internet and IT resource use procedure
F/Admin/01	Visitor Entry Register
F/Admin/03	Employment confidentiality and Non-competition agreement
F/HW/02	Preventive Maintenance Form
F/HW/03	Assets Register
F/HW/04	Software License Control Form
F/HW/05	Backup Strategy Form
F/IS/02	New User Creation Form
	<b>6.6.3 Information security changes and incidents.</b>
F/SMS/16	Non-Conformance Report Log
F/HW/06	Hardware Modification Impact Assessment
F/IS/01	Incident Types & Max Permissible Limit
F/SER/03	Risk Management And Tracking Sheet
<b>Section 07. Relationship processes</b>	
<b>Section 7.1 Business relationship management</b>	
PRO/13	Procedure to Manage service complaints
SOP/07	Business Relationship Management
F/SER/17	Service catalogue template
F/SER/12	Contract template
F/MKT/01	Customer Feed Back Form
F/MKT/02	Customer Complaint Report
<b>Section 7.2 Supplier management</b>	
RPO/14	Procedure for Supplier management
Policy/14	Supplier Management Policy
F/PUR/01	Purchase Order
F/PUR/02	Office Supplies Request Form
F/PUR/03	Purchase Request Form
F/PUR/04	Purchase Request Flow Register
F/PUR/05	Supplier confidentiality and Non-competition agreement
<b>Section 08. Resolution processes</b>	
<b>Section 8.1 Incident and service request management</b>	
PRO/12	Procedure for incident management
Policy/08	Incident Management Policy
F/Admin/10	Record Of Disciplinary Action
<b>Section 8.2 Problem management</b>	
PRO/15	Procedure for problem management
Policy/11	Problem Management Policy
F/SER/04	Issue Log
F/HW/01	Breakdown History Card
F/SER/05	Change Request Forms

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Section 09. Performance Evaluation	
<b>Section 9.1 Configuration management</b>	
PRO/16	Procedure for configuration Management
Policy/07	Configuration Management Policy
F/SER/11	Configuration Plan template
<b>Section 9.2 Change management</b>	
Policy/06	Change Management Policy
SOP/08	Change Control Management
F/SER/05	Change Request Forms
<b>Section 9.3 Release and deployment management</b>	
Policy/12	Release Management Policy
SOP/09	Release and Deployment
F/SER/14	Service acceptance criteria template
F/SMS/11	Weekly/Monthly Project Review Minutes Of Meeting
<b>Other guidelines documents</b>	
<b>Job description</b> with authority and responsibility given as sample template for more than 24 different categories	
<b>ISO 20000-1-2011 Document Matrix</b> complete set compliance set list with reference of documents vs ISO 20000 standard requirements	
<b>Detail process flow charts</b> for 11 processes of service management for easy understanding	
<b>Gap Analysis tool kit:</b> Ready to use more than 110 questions to carry out gap analysis based on ISO 20000	
<b>Audit Checklist:</b> ISO 27001-2013 requirements audit checklist	
<b>Document List:</b> Category wise list of all documents	
<b>Note:</b>	
1. Abbreviations used in above documents	
2. 1. PRO: ISO 20000 procedures 2. Policy: Policy documents 3. SOP: Standard operating procedures 4. F: Formats/Records to maintain records	

## Part: B Documentation:-

Our document kit is having sample documents required for implementation of ISO 20000-1:2011. The documents are prepared by the highly experienced team of people with rich experience of process improvement and process enhancement and many companies are appraised successfully under ISO 20000-1:2011 with our help. You need to study the document kit and do necessary changes as per your company need and within 1 week your entire documents are ready as well as your team will get **many ideas to optimize your process performances to reduce the cost and effort to increase the profits with all necessary suggestions and your total documents are ready.** If many forms you do not want to use then do not take it but for good system we had given all type of templates and organization use it as per their need and many organization are certified globally in 1st trial with the help of our documents from any kind of stringent lead appraisal audit.

Under this directory many files are made in word Document as per the details listed below. All the documents are related to ISO 20000-1:2011 for and user can edit it in line with their own processes.

### 1. ITSMS Plan:

It includes the complete IT service management system plan with interlinkage of various processes and reference of procedures, ITSMS policy and objectives. It covers the frame work to fulfill the service requirements.

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## 2. Procedures (19 Procedures):

It covers sample copy of procedures covering all the specific practice areas of 19 processes. Our procedures help the organization to make the best system and quick process improvements. All procedures are listed below.

### List of Procedures (19 procedures)

Sr. No.	Procedure No.	Name of Procedure	Total Pages
1.	PRO/01	Procedure for communication	04
2.	PRO/02	Procedure for document control	10
3.	PRO/03	Procedure for control of records	04
4.	PRO/04	Procedure for internal audit	09
5.	PRO/05	Procedure for improvements	06
6.	PRO/06	Procedure for service management	13
7.	PRO/07	Procedure for delivery of new changes	08
8.	PRO/08	Procedure for Management Review	06
9.	PRO/09	Procedure for service continuity	13
10.	PRO/10	Procedure for Budgeting and Accounting Services	07
11.	PRO/11	Procedure for Capacity Management	05
12.	PRO/12	Procedure for incident management	15
13.	PRO/13	Procedure for Manage service complaints	03
14.	PRO/14	Procedure for Supplier management	07
15.	PRO/15	Procedure for problem management	04
16.	PRO/16	Procedure for configuration Management	07
17.	PRO/17	Procedure for organization security	06
18.	PRO/18	Procedure for training	06
19.	PRO/19	Procedure for availability management	07
<b>Total Pages →</b>			<b>140</b>

## 3. Policies (14 policies):

It covers sample copy of guidelines covering 14 policies. All policies listed below;

### List of Policies (14 policies)

Sr. No.	Guideline No.	Name of Guidelines	Total Pages
1.	Policy/01	Availability Management Policy	01
2.	Policy/02	Visitor Policy	01
3.	Policy/03	BRM Policy	01
4.	Policy/04	Budgeting and Accounting Policy	01
5.	Policy/05	Capacity Management Policy	01
6.	Policy/06	Change Management Policy	01

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7.	Policy/07	Configuration Management Policy	01
8.	Policy/08	Incident Management Policy	01
9.	Policy/09	Information Security Policy	03
10.	Policy/10	Internet Policy	02
11.	Policy/11	Problem Management Policy	01
12.	Policy/12	Release Management Policy	02
13.	Policy/13	Service Management Policy	04
14.	Policy/14	Supplier Management Policy	01
<b>Total Pages →</b>			<b>21</b>

## 4. Standard Operating Procedures (09 SOPs)

It covers sample copy of sop to link with significant aspects issues in the organization. It takes care of all such issues and used as a training guide as well as to establish good ITSMS system and make system in the organization. The samples given are as a guide and not compulsory to follow and organization is free to change the same to suit own requirements.

### List of SOPs

Sr. No.	SOP No.	Name of SOP	Total Page
1.	SOP/01	SOP for Group Internet and IT resource use procedure	03
2.	SOP/02	e mail and messenger use	03
3.	SOP/03	Service Continuity Testing	01
4.	SOP/04	Personnel Recruitment	03
5.	SOP/05	Service Reporting	03
6.	SOP/06	Risk Management	03
7.	SOP/07	Business Relationship Management	03
8.	SOP/08	Change Control Management	09
9.	SOP/09	Release and Deployment	07
<b>Total Pages →</b>			<b>35</b>

## 5. Job Descriptions (24 Job Descriptions)

It covers sample copy of job descriptions covering 24 different categories of person including their responsibility and authority. All job descriptions listed below;

### List of Job Descriptions

Sr. No.	Name of Job Description	Sr. No.	Name of Job Description
1.	Accounts Manager	2.	Networking Engineer
3.	Availability Manager	4.	Problem Manager
5.	Business Development Manager	6.	Project Manager

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- |                                  |                                    |
|----------------------------------|------------------------------------|
| 7. Capacity Manager              | 8. Purchase Manager                |
| 9. Change Manager                | 10. QA Manager                     |
| 11. Configuration Manager        | 12. Release and Deployment Manager |
| 13. Director                     | 14. Roles and Responsibilities     |
| 15. HR Head                      | 16. Service Continuity Manager     |
| 17. Incident Manager             | 18. Service Engineers              |
| 19. Information Security Manager | 20. Service Reporting Manager      |
| 21. Manager Service              | 22. SLM Manager                    |
| 23. MR                           | 24. Team Lead                      |

## 6. Formats (69 Formats)

It covers sample copy of forms required to maintain records as well as establish control and make system in the organization. The samples given are as a guide and not compulsory to follow and organization is free to change the same to suit own requirements.

### List of Formats (69 Formats)

Sr. No.	Format No.	Name of Format	Sr. No.	Format No.	Name of Format
1.	F/Admin/01	Visitor Entry Register	2.	F/Admin/02	Employee leaving/transfer/termination Checklist
3.	F/Admin/03	Employment confidentiality and Non-competition agreement	4.	F/Admin/04	Vehicle Requisition Form
5.	F/Admin/05	Experience, Personal Information & Assessment Chart (EPIAC)	6.	F/Admin/06	Duty Resumption Form
7.	F/Admin/07	Employee Performance Appraisal Form	8.	F/Admin/08	Expense Claim Form
9.	F/Admin/09	Human Resource Requisition Form	10.	F/Admin/10	Record Of Disciplinary Action
11.	F/Admin/11	Exit Interview Form	12.	F/Admin/12	Job Description
13.	F/HW/01	Breakdown History Card	14.	F/HW/02	Preventive Maintenance Form
15.	F/HW/03	Assets Register	16.	F/HW/04	Software License Control Form
17.	F/HW/05	Backup Strategy Form	18.	F/HW/06	Hardware Modification Impact Assessment
19.	F/IS/01	Incident Types & Max Permissible Limit	20.	F/IS/02	New User Creation Form
21.	F/MKT/01	Customer Feed Back Form	22.	F/MKT/02	Customer Complaint Report
23.	F/PUR/01	Purchase Order	24.	F/PUR/02	Office Supplies Request Form
25.	F/PUR/03	Purchase Request Form	26.	F/PUR/04	Purchase Request Flow Register
27.	F/PUR/05	Supplier confidentiality and Non-competition agreement	28.	F/SER/01	Service Management Plan
29.	F/SER/02	Component Failure Impact Analysis	30.	F/SER/03	Risk Management And Tracking Sheet

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31. F/SER/04	Issue Log	32. F/SER/05	Change Request Forms
33. F/SER/06	Operational Level Agreement Template	34. F/SER/07	Capacity Planning
35. F/SER/08	Customer Service Report	36. F/SER/09	Availability Plan template
37. F/SER/10	Capacity Plan template	38. F/SER/11	Configuration Plan template
39. F/SER/12	Contract template	40. F/SER/13	Key performance indicator template
41. F/SER/14	Service acceptance criteria template	42. F/SER/15	Service continuity plan template
43. F/SER/16	Service level agreement	44. F/SER/17	Service catalogue template
45. F/SMS/01	Master List And Distribution List Of SMS Documents	46. F/SMS/02	Change Request Form
47. F/SMS/03	Corrective Action Report/Preventive Action Report	48. F/SMS/04	Master List Of Records
49. F/SMS/05	Service Improvement Plan	50. F/SMS/06	Audit Plan / Programme
51. F/SMS/07	Internal SMS Audit Non-Conformity Report	52. F/SMS/08	Audit Checklist Report
53. F/SMS/09	Process Improvement Form	54. F/SMS/10	Change Control Log
55. F/SMS/11	Weekly/Monthly Project Review Minutes Of Meeting	56. F/SMS/12	Internal Quality Audit - Observation Sheet
57. F/SMS/13	Agenda For Management Reviews	58. F/SMS/14	Minutes Of Management Review Meeting
59. F/SMS/15	Business Continuity Test Report	60. F/SMS/16	SMS Non-Conformance Report Log
61. F/SMS/17	Objective Monitoring Sheets	62. F/TRG/01	Training Calendar
63. F/TRG/02	Employees Competence Report	64. F/TRG/03	Induction Training Report
65. F/TRG/04	Training Report	66. F/TRG/05	Skills Matrix Sheet
67. F/TRG/06	Requisition For Training	68. F/TRG/07	Record Of Training Attended By The Employee
69. F/TRG/08	Training Participant's Feedback Form		

## **7. ISO 20000-1:2011 audit questionnaire and Gap Analysis tool kit (02 files of more than 750 Questions)**

There covers audit questions based on ISO 20000-1:2011 requirements as well as for Clausewise questions and department wise question. It will be very good tool for the auditors to make audit Questionnaire / clause wise audit Questionnaire while auditing and make effectiveness in auditing. It also includes more than 110 questions to carry out detail gap analysis of the organization

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## Chapter-2.0 ABOUT COMPANY

Global manager group is a progressive company and promoted by a group of qualified engineers and management graduates having rich experience of 22 years in ISO consultancy and management areas. The company serves the global customers through on-site and off-site modes of service delivery systems. We offer a full range of consulting services geared towards helping all types of organizations to achieve competitiveness, certifications and compliance to international standards and regulations. So far we had **more than 1200 clients in more than 45 countries. Our readymade training and editable document kit helps the client in making their documents easy and make them complying to related standard faster with the establishment of best processes. It helps the organization to make the best system with process improvement concepts and helps the organization to get best performances in terms of reduction in costing, efforts and get the things done timely with Quality product. Thus it helps the organization to give full value for money and pay back of our product is less than 2 month.**

1. Our promoters and engineers have experience of **more than 1200 companies** globally for management training, ISO consultancy, process improvement concept implementation and ISO series consultancy. We had clients **in more than 45 countries.**
2. Highly qualified 40 team members (M.B.A., Degree engineers) and owner is having rich professional experience (since 1991).
3. We have 100% success rate for global standards certification including ISO of our clients from reputed certifying body and branded image and leading name in the market.
4. Suggest continual improvement and cost reduction measures as well as highly informative training presentations and other products gives payback within 2 months against our cost.
5. So far more than 50000 employees are trained by us in ISO series certification in last 20 years.
6. We had spent more than 10000 man-days (30 man years) in preparing ISO documents, management kits and training slides.
7. Our product gives lot of opportunity for process improvements and gives full benefits to the users.

### Global Manager Group is committed for:

1. Personal involvement & commitment from first day
2. Optimum charges
3. Professional approach
4. Hard work and update the knowledge of team members
5. Strengthening clients by system establishment and providing best training materials in any areas of management to make their house in proper manner
6. To establish strong internal control with the help of system and use of the latest management techniques.

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## Chapter-3.0 USER FUNCTION

### 3.1 Hardware and Software Requirements

#### A. Hardware:-

- Our document kit can be better performed with the help of P3 and above computers with a minimum 10 GB hard disk space.
- For better visual impact of the power point Document you may keep the setting of colour image at high colour.

#### B. Software used in Document kit

- Documents written in Ms. Office 2003 / 2007 and window xp programs. You are therefore required to have office 2003 or above with window xp

### 3.2 Features of Document kit:-

- Contains all necessary documents as listed above and comply with the requirements of ISO 20000-1:2011 guidelines for product and services development technical report.
- Written in Plain English
- It will save much time in typing and preparation of documents alone.
- User-friendly and easy to learn.
- Developed under the guidance of experienced experts.
- Provides model of a Management system that is simple and free from excessive paperwork.

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### Chapter-4.0 BENEFITS OF USING OUR DOCUMENT KIT

1. By using these documents, you can save a lot of your precious time while preparing your company to the ISO 20000-1:2011 documents.
2. Take care for all the section and sub sections of ISO 20000-1:2011 guidelines and helps you in establishing better system.
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