

What is SPiCE 1-2-1 for ISO 20000?

Quality and **Security** of IT Services is of incremental importance to both every IT Service provider and their customers. **IT Service Management** has established itself as instrument of process management for managing IT-Service organisations.

Systematic process management is typically carried out in 4 steps:

1. "Inventory" for defining the status quo (Initial Assessment)
2. Selection and planning of process improvement measures
3. Process improvement: Implementation of planned measures
4. Evaluation Assessment

This approach is called "Assessment Based Process Improvement" and is supported by assessment tools and consulting services for the key reference models: CMMI, ISO 15504 / SPICE, Automotive SPICE, ITIL, ISO 20000, ISO 27000.

The new assessment tool SPICE 1-2-1 for ISO 20000 combines state of the art know-how from two different angles:

- The Process reference model for IT-Service Management following ISO/IEC 20000
- The Process Assessment model based on ISO/IEC 15504 / SPICE

In connection with the latest assessment SW of HM&S IT-Consulting GmbH a new assessment tool was created that fulfills all wishes - the new features:

- depth of details of the standards is adjustable for 3 levels
- adding comments directly within the assessment model (per assessment indicator)
- formatting options and spell check for comments
- improved reporting functionality à WinWord and PowerPoint reports.

More information can be found under the [Links](#).