

## Information Technology Service Management System Measurement Using ISO20000-1 and ISO15504-8

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**Abstract :** Process assessments can improve IT service management system (IT SMS) processes but the assessment method is not always transparent. This paper outlines a project to develop a solution- mediated process assessment tool to enable transparent and objective SMS process assessment. Using the international standards for SMS and process assessment, the tool is being developed following the International standard approach in collaboration and evaluate by expert judgment from committee members and ITSM practitioners.

**Keywords :** SMS, tools evaluation, ITIL, ISO service

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