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**JBW Group International introduces ISO 20000 Information Technology Service Management Systems Consulting**

*Access to ISO 20000 implementation support, certification expertise, audit and training now available from JBW Group International*

**Minneapolis, MN, March 19, 2009** – JBW Group International Inc. president and CEO, John B. Weaver, announced that JBW Group now offers a suite of services based on ISO 20000:2005, the international standard for information technology (IT) service management. Like ISO 27001 for information security, this standard provides a rigorous management system for achieving an organization's IT service management objectives. ISO 20000 can be integrated with other primary management systems such as ISO 27001 for information security management and ISO 9001 for quality management.

These new ISO 20000 services include:

- consulting services specific to implementation of the standard within a client's environment;
- auditing services to assess compliance with the standard; and
- a series of training courses offering an overview of the ISO 20000 standard, information about implementing the standard and auditor training.

"Leaders in the industry have discovered the benefits of operating an ISO-conformant IT Service Management System. The ISO 20000 standard is considered a differentiator in the marketplace today much like ISO 9001 and Quality Management Systems were viewed in the 70s," says John B. Weaver, president and CEO. By providing these new service offerings along with extensive expertise in other areas of information assurance and governance, JBW Group is uniquely positioned to deliver a more comprehensive approach to IT Service Management.

JBW Group has assisted other clients with a variety of information assurance and management system activities. JBW Group experts have significant experience in all aspects of Information

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Security, Privacy, IT Service Management and Quality Management Systems. These areas include policy and governance, risk management, legal and regulatory compliance assessment, business continuity management, incident response and many other areas that form a holistic approach to protecting information assets.

#### **About International Standard ISO 20000**

ISO/IEC 20000-1:2005 defines the requirements for a service provider to deliver managed IT services based on ITIL/ITSM best practices. It promotes the adoption of an integrated process approach to effectively deliver managed services to meet business and customer requirements. For an organization to function effectively it has to identify and manage numerous linked activities. Coordinated integration and implementation of the service management processes provides the ongoing control, greater efficiency and opportunities for continual improvement.

Service providers that implement a conformant IT Service Management System can achieve improved quality, lower costs, greater flexibility, and faster response to customers. Effective service management delivers high levels of customer service and customer satisfaction. It also recognizes that services and service management are essential to helping organizations generate revenue and be cost-effective. The ISO/IEC 20000 series enables service providers to understand how to enhance the quality of service delivered to their customers, both internal and external.

The ISO/IEC 20000 series draws a distinction between the best practices of processes, which are independent of organizational form or size and organizational names and structures. The ISO/IEC 20000 series applies to both large and small service providers, and the requirements for best practice service management processes are independent of the service provider's organizational form. These service management processes deliver the best possible service to meet a customer's business needs within agreed resource levels, i.e. service that is professional, cost-effective and with risks which are understood and managed.

#### **About JBW Group International Inc.**

JBW Group International was founded in 2002 to provide Information Security solutions to businesses and institutions in financial, telecommunications, healthcare, technology, manufacturing, energy and government. The JBW Group methodology incorporates internationally recognized standards including ISO 27001, ISO 20000 and ISO 28000. This methodology is process-oriented, focuses on the strategic objectives of the client and incorporates the concepts of quality management and continuous improvement, all with the objective of protecting the confidentiality, integrity and availability of critical information assets. Please visit the company's web site at [www.jbwgroup.com](http://www.jbwgroup.com) for more information.

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