

## ABSTRACT

### **ISO 9000 and ISO 20000, quality management and management of information technology services within the same organisation**

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There is an increasing demand for the organisations – whether they are universities, authorities, or network providers – providing services for the public community to ensure well defined, guaranteed quality, and associated to it operation of a quality management system, not only to satisfy the customer demands on high level, but for the successful applications and accountability. However quality management systems such as ISO 9000 don't define processes of service delivery and the specific steps necessary for improvement. On the other hand ITIL (IT Infrastructure Library) and the ISO 20000 standard created from it, introduces the best practices for service delivery but doesn't cover the questions of quality management. In addition to presentation the main principles of the two standards the presentation tries to describe the common points and the possibilities of applying the standards at the same time.