

**Report: ISO 20000**

**Loft Company ISO 20000 + Core Questions + Annex A + Specific Processes + Continuous Improvement + Audit**

v1.0.2026-04-15

Created: 2026-04-15 10:30

Closed: 2026-04-15 10:45

Answered: 98%

Compliance Score:

**96%**

(223/232)

**|** Almost all requirements met; very low risk.  
A very little uncertainty due to small fraction of measuring points not addressed.

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**Top Risks:**

**Service Management System – 25% Compliant**

1. Are roles and responsibilities for service management clearly defined and documented?

Unanswered

Criticality: High

**Service Management System – 25% Compliant**

2. Does the organization have a formal ITSMS covering scope, objectives, and policies? Partially

Criticality: High

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### Compliance By Section:

Service Management System	73%	Planning Performance Evaluation	100%	Service Delivery	100%
Control Processes	100%				

### Compliance by Criticality

Criticality	Measurement Points	Yes	Partially	No	Missing	Compliance %
High	14	12	1	0	1	89 %
Medium	37	37	0	0	0	100 %
<b>Total</b>	<b>51</b>	<b>49</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>96 %</b>

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## Control Processes

*Change, release, configuration, and incident management.*

Are change management procedures defined, approved, and followed? **Yes**

Criticality: High

Are release and deployment processes controlled and documented? **Yes**

Criticality: High

Is configuration management implemented to track assets and services? **Yes**

Criticality: High

**<< The rest of this section is left out in this sample/preview >>**

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## Recommendations:

### Service Management System

*Scope, policy, and objectives of the ITSMS.*

**1. Establish a formal ITSMS covering scope, objectives, and policies, and have it approved by top management.**

Criticality: High

**2. Define and document roles and responsibilities for all staff involved in service management.**

Criticality: High

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Compliance Score: 96% (223/232)

Almost all requirements met; very low risk.