



PLEASE READ THIS FIRST

Thank you for downloading a free preview of our ISO 20000 Documentation Toolkit!

For an easier start, please read these few instructions:

- 1) The **documents in the Toolkit are sorted in a sequence** that should follow your implementation – folder 00 is the Procedure for Document and Record Control (the best practice is to write this document first, even before you start your ISO 20000 project), the next folder is the Project Plan, and so on.
- 2) In the root folder of the Toolkit you'll find the file named **"List of documents"**, which describes some very important things: which documents from the Toolkit are strictly mandatory according to the standard, and which documents cover which clauses from the standard. This way, by reading the standard you'll quickly find which documents you need to satisfy the requirements.
- 3) If you **receive an error opening certain files**, this is probably because the file name is too long – please copy the file to your Desktop and it should open normally there.
- 4) Soon, you will **start receiving tips and tricks** on how to fill in the templates via e-mail – if you don't start receiving these emails, please check your Spam folder.
- 5) Please read the **Terms of Use for Documentation** located in this folder.
- 6) Click here to see [Pricing & Options](#).

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