

Microsoft is certified for its implementation of the ISO/IEC 20000 service management standards.

Microsoft and ISO/IEC 20000-1:2011

Obtaining the ISO/IEC 20000-1:2011 certification is a logical step for Microsoft Azure. We lead the industry with the most comprehensive compliance coverage, enabling customers to meet a wide range of regulatory obligations. The ISO/IEC 20000-1 certification complements our current catalog of ISO certifications including ISO/IEC 27001:2013 and ISO 9001:2015 which validate that a process of continual improvement is in place helping Azure deliver a secure and reliable cloud service platform for our customers.

An independent third-party auditing firm performed a rigorous examination of Azure and several Microsoft online services for adherence to the requirements established in the ISO/IEC 20000-1:2011 standard. The available ISO/IEC 20000-1 certificate demonstrates that Azure and covered Microsoft online services have implemented the right IT service management procedures to deliver efficient and reliable IT services that are subject to regular monitoring, review, and improvement.

Microsoft in-scope cloud services

- Azure and Azure Government
[Learn more](#)
- Cloud App Security
- Flow
- Genomics
- Graph
- Intune
- Office 365 Operated by 21Vianet
- PowerApps
- Power BI cloud service either as a standalone service or as included in an Office 365 branded plan or suite

Audits, reports, and certificates

ISO/IEC 20000-1:2011 documentation: Azure, Cloud App Security, Flow, Genomics, Graph, Intune, Microsoft Datacenters, Microsoft PowerApps, and Power BI

- [Audit report](#)
- [Certificate](#)
- [Statement of applicability](#)

About ISO/IEC 20000-1:2011

The International Organization for Standardization (ISO) is an independent nongovernmental organization and the world's largest developer of voluntary international standards. The International Electrotechnical Commission (IEC) is the world's leading organization for the preparation and publication of international standards for electrical, electronic, and related technologies.

Published under the joint ISO/IEC subcommittee in 2005 and revised in 2011, ISO/IEC 20000-1:2011 was designed to be an international standard for the establishment, implementation, operation, monitoring and review of an Information Technology Service Management System (SMS). It is the only standard in the ISO 20000 family that results in a formal certification. The standard is based on requirements for designing, transitioning, delivering, and improving services to fulfill agreed service requirements and to provide value to both customers and service providers. ISO/IEC 20000-1 helps organizations provide assurance to customers that their service requirements will be fulfilled.

Frequently asked questions

Does Microsoft run annual tests for infrastructure failures?

Yes. The ISO/IEC 20000-1:2011 annual assessment includes the underlying physical infrastructure datacenter. Please review the certificate for the coverage details.

Can I use the compliance of Microsoft services to ISO/IEC 20000-1:2011 in my organization's certification process?

Yes. If your business is seeking certification for implementations deployed on in-scope services, you can use the relevant Microsoft certifications in your compliance assessment. However, you are responsible for engaging an assessor to evaluate your implementation for compliance, and for the controls and processes within your own organization.

Additional resources

- [ISO/IEC 20000-1:2011 – Service management](#) (requirements for purchase)
- [Microsoft Online Services Terms](#)