ISO/IEC 20000-1:2018 Certification

Unicis is pursuing **ISO/IEC 20000-1:2018 certification** — an international standard that demonstrates our commitment to **reliable, professional IT service delivery** aligned with ITIL best practices.

iso20000, service-management, certification, standards

What This Means for You

ISO 20000-1:2018 certification means:

- **Reliable uptime** — We target 99% platform availability every month
- **Safe deployments** — Every update is tested; we can rollback if issues arise
- **Fast incident response** — We respond to critical issues within 2 hours
- **Professional operations** — We follow industry-standard ITIL practices for managing IT services
- **Continuous improvement** — We regularly review our service performance and improve

When we're certified, you can trust that Unicis operates your compliance data with the same discipline as large enterprises.

Why ISO 20000-1:2018?

ISO 20000-1 is the **only ISO standard designed specifically for IT service providers**. It focuses on:

- **Service Design** — How we build the platform reliably
- **Service Transition** — How we deploy updates safely
- **Service Delivery** — How we keep things running and respond quickly when issues happen
- **Service Improvement** — How we get better based on metrics and customer feedback

For SaaS providers handling sensitive compliance data (like Unicis), this certification signals **professional, managed service delivery**.

Our Service Commitments

As part of ISO 20000-1, Unicis commits to:

Commitment	Target
Platform Availability	≥ 99% uptime per month
Critical Incident Response (P1)	≤ 2 hours response time
High Priority Incident Response (P2)	≤ 8 hours response time
Deployment Success Rate	≥ 99% (no rollbacks due to bugs)
Security Patch Deployment	≤ 7 days for critical vulnerabilities

See the Scorecard for real-time performance against these targets.

Timeline

Phase	Timing	Status
Foundation	Sept–Oct 2026	Policy & strategy approved
Implementation	Nov–Dec 2026	Service procedures documented and tested
Certification Audit	Jan–May 2027	Third-party audit
Certified	May 2027	ISO 20000-1 certificate issued

Running in parallel with ISO 27001:2022 (information security).

Key Documentation

Document	Purpose	Audience
Service Strategy & Commitments	What services we deliver, SLA targets, how we operate	Customers & Partners
Risk Assessment Framework	How we identify and manage risks to service reliability	Customers & Partners
Service Performance Scorecard	Real-time metrics on uptime, response time, deployments	Customers & Partners
Document Control Procedure	How we maintain accurate, current documentation	Customers & Partners

Related Standards

- ISO 27001:2022 — Information Security Management (parallel program)
- NIS2 Directive — EU regulatory requirement
- CRA Scope Determination — EU regulatory requirement
- IT Security Policy — Security implementation

Org Structure & Accountability

- Accountability Chart — Leadership roles (SMS Sponsor, Service Delivery Owner)
- Leadership Team — Meet the Unicis team
- Quarterly Planning & Reviews — How we review performance

Questions?

Questions about our ISO 20000-1 certification or service commitments?

→ Email us: **compliance@unicis.tech**

Navigation

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Last reviewed: October 2026 — next review: Q4 2026

iso20000, itil, service-management, certification, trust

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