

**INTEGRATION OF MANAGEMENT SYSTEM IN IT ORGANIZATIONS:  
ISO 9001 (QUALITY MANAGEMENT SYSTEM), ISO 20000-1  
(IT SERVICE MANAGEMENT) & ISO 27001  
(INFORMATION SECURITY MANAGEMENT SYSTEM)**

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*"Integrating quality, service and security management systems may be a challenge, but the effort can pay off in the foundation for a comprehensive business management system. This article presents effects of integrated management systems implementation. Integration of these systems helps in enhancing organization image and its working efficiency"*

**Abstract**

Integrated management systems is an effective tool of development strategy realization what leads to processes improvement and competitive position betterment. Integrated management systems may function in all types of organizations. The one of the problems is high cost of this system working what causes belligerent attitude of management for systems integrations. The paper presents effects of integrated management systems implementation. Integration of these systems makes possible organization image and working efficiency. Despite of difficulties occurring during integrated management systems implementation the analyzed production enterprise achieved many advantages, for example: gaining of new customers, cost reduction through faults elimination, inside communication improvement, management improvement etc.

In this article the analysis of workings in direction to integration of managements systems in the chosen production enterprise has been made. The first step of this integration is quality management system implementation following which service and security management system has been included for implementation of triangular integration. As a result of integrated management systems functioning products of analyzed enterprise are: the best quality, they characterized minimum influence on the security & service environment. It is a good direction for many organizations development.

*Keywords: Quality Management, Service Management, Security Management, Integrated Management Systems.*

**Introduction**

The organization success mainly depends on degree of the needs and expectations fulfillment of the interested partners in the business, like: owners, customers, employees and subcontractors. Because of that organizations which take care about their future make a decision about the standardizing management systems implementation. The implementation of the management system enlarges the effectiveness of the organization and the efficiency of the resources management. This leads to perfection by minimization and the optimization of costs, the unambiguous qualification of tasks, competences and workers responsibility. Implementation of the quality management system is usually the first working of organizations. In this technology-dependent business world, IT functions are not only subject to the enterprise-wide mandate to 'deliver more with less', but also IT Service-specific challenges that include the demonstration of the business value delivered by IT and the need to maximize the verification of quality of IT Service delivered at the grass root level to optimize IT Service cost. To influence the Accounting with a view to enabling it to take the lead in promoting the efficiency and effectiveness of

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