20000Academy vs. self-implementation

With our convenient 20000Academy vs. self-implementation comparison matrix, you can quickly and easily determine the risks and benefits of implementing ITIL and ISO 20000 on your own, without outside help. As a comparison, you can also learn the pros and cons of leveraging our expertise here at the 20000Academy to help with implementation.

Use our comparison matrix to determine, at a glance, which of these options is right for you and your organization in terms of cost, time required, ease of use, and comprehensiveness.

Compare pros and cons of implementing ITIL and ISO 20000 alone, or by leveraging the expertise of the 20000Academy. Determine which is right for you.

Self-implementation with no help	20000Academy
"It costs nothing when our IT guys write the documents themselves – they have enough knowledge to do it."	Our estimates show that this is 5 times more costly than our Toolkit – developing the documentation from scratch takes a lot of time your IT guys could be using for something more useful.
"Our IT guys will figure out how to do it quickly – they have enough experience in projects like these."	It takes, on average, 50% less time to implement ITIL or ISO 20000 with our documentation. If you've never implemented these standards, it could take a few tries on your own.
"Our IT guys will read the standards carefully, and make sure we don't miss anything."	If it's your first time implementing these standards, you are about 20% more likely to fail at ISO 20000 certification. The standard alone won't fully tell you what the audit criteria will be.
Free templates downloaded from the Internet will probably lack at least 30% of the mandatory and/or recommended documentation.	Our templates cover 100% of the recommendations from ITIL and requirements from ISO 20000.

Free toolkits are developed by multiple contributors (even dozens!), so these documents are not completely aligned, and may follow different sets of rules.	Our templates are written by the same team, meaning the documents are fully aligned with similar structures. All documents in the Toolkit are cross-referenced so that when you fill them in, you'll easily understand how they are related.
Free toolkits do not have a logical structure.	Our Toolkits are structured in such a way that documents are placed in folders, in the exact sequence they are to be implemented.
"When our IT guys develop the documentation, they can precisely describe our specific processes."	You can do the same thing with our documentation templates. You can change up to 70% of the text if that suits your needs.
Writing the documents from scratch means you start from 0%.	Our templates are 80 to 90% finished and they clearly indicate what needs to be written and where.
Self-implementation means you're on your own; there is no help available.	We offer you the following help: (1) virtual consultant, (2) live expert consultation, (3) free review of 3 documents, (4) free community support, and (5) documents specify what can be omitted and what is strictly required.