



## **PRESS RELEASE**

### **CBK ACHIEVES ISO/IEC 20000-1:2018 CERTIFICATION FOR IT SERVICE MANAGEMENT (ITSM)**

The Central Bank of Kenya (CBK) announces that it has successfully attained the ISO/IEC 20000-1:2018 Certification for its Information Technology Service Management (ITSM). The certification marks a major milestone in the Bank's journey toward operational and service excellence. This prestigious certification demonstrates the Bank's ongoing commitment to maintaining the highest standards of service excellence in its operations.

The certification journey began in March 2023, aligned to CBK's 2021–2024 Strategic Plan with a focus on operational excellence. As the initiative advanced, it was seamlessly realigned with the 2024-2027 Strategic Framework, under the pillar of service excellence. The adoption of the ISO/IEC 20000-1:2018 Standard further supports CBK's strategic priorities of resilience, sustainability, digital transformation, and human capital development, by ensuring that the Bank consistently delivers value through structured, internationally recognised service management processes.

The International Organization for Standardization (ISO) is a globally recognized, independent organization that sets and publishes international standards. ISO certification is a vital benchmark for organizations worldwide, validating adherence to best practices across various fields, including quality management, information security, and environmental sustainability. The ISO/IEC 20000-1:2018 Certification is particularly significant as it confirms that an organisation meets rigorous international standards in IT service management, ensuring reliable, efficient, and secure service delivery.

**CENTRAL BANK OF KENYA**

September 9, 2025