ISO20000® AT A GLANCE

SERVICE MANAGEMENT SYSTEM (SMS)

PLAN

CUSTOMERS AND INTERESTED PARTIES

REQUIREMENTS

SMS GENERAL PROCESSES

- Organizational management
- SMS establishment and maintenance
- Management review
- Audit
- Measurement
- Improvement
- Human resource management
- Risk management
- Information item management

DESIGN & TRANSITION OF NEW OR CHANGED SERVICES

- Service requirement
- Service design
- Service planning and monitoring
- Service transition

SERVICE

CUSTOMERS AND INTERESTED PARTIES

DO

SERVICE DELIVERY PROCESSES

- Capacity management
- Service continuity and availability management
- Service level management
- Service reporting
- Information security management
- Budgeting and accounting for services

CONTROL PROCESS

- Configuration management
- Change management
- Release and deployment management

RESOLUTION PROCESS

- Incident management and request fulfilment
- Problem management

RELATIONSHIP PROCESS

- Business relationship management
- Supplier management

ACT

CHECK

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ISO/IEC 20000-1:2011 (PART 1)

Part 1 is the formal specification and defines the requirements for a service management system.

The scope includes:
- General requirements for a service management system
- Design and transition of new or changed services
- Service delivery process
- Relationship processes
- Resolution processes
- Control processes

ISO/IEC 20000-2:2012 (PART 2)

Part 2 Enables organizations and individuals to interpret ISO/IEC 20000-1 more accurately, and therefore to use it more effectively.

The guidance includes examples and suggestions to enable organizations to interpret and apply ISO/IEC 20000-1, including references to other parts of ISO/IEC 20000 and other relevant standards.

ISO/IEC TR 20000-3:2012 (PART 3)

Part 3 is useful for service providers, consultants and assessors. It includes practical guidance on scope definition, applicability and demonstration of conformity to the requirements in ISO/IEC 20000-1. Guidance on the different types of conformity assessment and assessment standards is included.

ISO/IEC 20000-3:2012 will assist in establishing if ISO/IEC 20000-1 is applicable to a service provider's circumstances.

ISO/IEC 20000-1:2011 (PART 4)

Part 4 facilitates the development of a process assessment model according to ISO/IEC 15504 process assessment principles. The process reference model specified in ISO/IEC TR 20000-4:2010 describes at an abstract level the processes including the general service management system processes implied by ISO/IEC 20000-1. The purpose and outcomes described in ISO/IEC TR 20000-4:2010 are, however, considered to be the minimum necessary to meet ISO/IEC 20000-1 requirements. The process reference model does not provide the evidence required by ISO/IEC 20000-1. The process reference model does not specify the interfaces between the processes.

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ISO/IEC TR 20000-5:2013 (PART 5)

Part 5 is an exemplar implementation plan providing guidance on how to implement a service management system (SMS) to fulfil the requirements of ISO/IEC 20000-1:2011.

The intended users of ISO/IEC TR 20000-5:2013 are service providers, but it can also be useful for those advising service providers on how to implement an SMS.

ISO/IEC TR 20000-5:2013 includes advice for service providers on a suitable order in which to plan, implement and improve an SMS using, as an example, a generic three-phased approach to manage the implementation.

ISO/IEC 20000-2:2012 (PART 2)

Part 6 can be used by any organization or individual involved in the planning, design, transition, delivery and improvement of services using ISO/IEC 20000.

More specifically, it:

- defines the terms used in ISO/IEC 20000;
- promotes cohesion between the parts of ISO/IEC 20000 by explaining the concepts and terminology used across all parts;
- contributes to the understanding of ISO/IEC 20000 by clarifying the relationships between all the parts;
- clarifies the possible interfaces and integration between the service provider's SMS and other management systems;
- provides an overview of other International Standards which can be used in combination with ISO/IEC 20000;
- identifies common areas between ISO/IEC 20000-1 and other International Standards.

ISO/IEC TR 20000-10:2013 describes the core concepts of ISO/IEC 20000, identifying how the different parts interact to support ISO/IEC 20000-1:2011. It also describes the relationships between ISO/IEC 20000 and other International Standards and Technical Reports. ISO/IEC TR 20000-10:2013 also explains the terminology used in ISO/IEC 20000, so that organizations and individuals can interpret the concepts correctly.

Part 6 is not included in the ISO 20000 training, as it is an explanation of terms and facilitates the understanding of the information in the rest of the standard.

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