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Information technology — Service management —

Part 1:
Specification

Technologies de l'information — Gestion de services —
Partie 1: Spécifications

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

ISO/IEC 20000-1 was prepared by BSI (as BS 15000-1) and was adopted, under a special "fast-track procedure", by Joint Technical Committee ISO/IEC JTC 1, *Information technology,* in parallel with its approval by national bodies of ISO and IEC.

ISO/IEC 20000 consists of the following parts, under the general title *Information technology — Service management*:

⎯ *Part 1: Specification*

⎯ *Part 2: Code of practice*

Introduction

This part of ISO/IEC 20000 promotes the adoption of an integrated process approach to effectively deliver managed services to meet the business and customer requirements. For an organization to function effectively it has to identify and manage numerous linked activities. An activity using resources, and managed in order to enable the transformation of inputs into outputs, can be considered as a process. Often the output from one process forms an input to another.

Co-ordinated integration and implementation of the service management processes provides the ongoing control, greater efficiency and opportunities for continual improvement. Performing the activities and processes requires people in the service desk, service support, service delivery and operations teams to be well organized and co-ordinated. Appropriate tools are also required to ensure that the processes are effective and efficient.

It is assumed that the execution of the provisions of this part of ISO/IEC 20000 is entrusted to appropriately qualified and competent people.

An International Standard does not purport to include all necessary provisions of a contract. Users of International Standards are responsible for their correct application.

Compliance with an International Standard does not of itself confer immunity from legal obligations.

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Information technology — Service management —

Part 1:
Specification

1   Scope

This part of ISO/IEC 20000 defines the requirements for a service provider to deliver managed services of an acceptable quality for its customers.

It may be used:

a)   by businesses that are going out to tender for their services;

b)   by businesses that require a consistent approach by all service providers in a supply chain;

c)   by service providers to benchmark their IT service management;

d)   as the basis for an independent assessment;

e)   by an organization which needs to demonstrate the ability to provide services that meet customer requirements; and

f)   by an organization which aims to improve service through the effective application of processes to monitor and improve service quality.
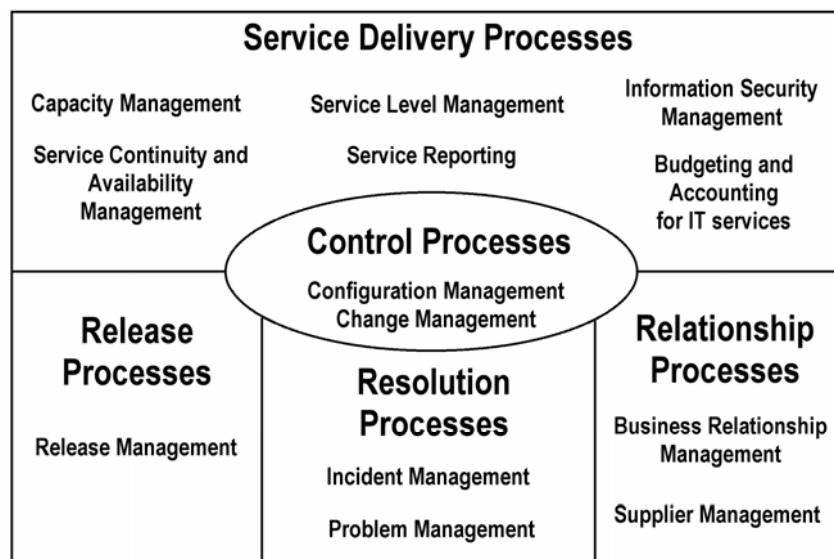
Figure 1 — Service management processes

This part of ISO/IEC 20000 specifies a number of closely related service management processes, as shown in Figure 1.

The relationships between the processes depend on the application within an organization and are generally too complex to model and therefore relationships between processes are not shown in this diagram.

The list of objectives and controls contained in this part of ISO/IEC 20000 are not exhaustive, and an organization may consider that additional objectives and controls are necessary to meet their particular business needs. The nature of the business relationship between the service provider and business will determine how the requirements in this part of ISO/IEC 20000 are implemented in order to meet the overall objective.

As a process based standard this part of ISO/IEC 20000 is not intended for product assessment. However, organizations developing service management tools, products and systems may use both this part of ISO/IEC 20000 and the code of practice to help them develop tools, products and systems that support best practice service management.

2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

2.1
availability
ability of a component or service to perform its required function at a stated instant or over a stated period of time

NOTE Availability is usually expressed as a ratio of the time that the service is actually available for use by the business to the agreed service hours.

2.2
baseline
snapshot of the state of a service or individual configuration items at a point in time (see 2.4)

2.3
change record
record containing details of which configuration items (see 2.4) are affected and how they are affected by an authorized change

2.4
configuration item (CI)
component of an infrastructure or an item which is, or will be, under the control of configuration management

NOTE Configuration items may vary widely in complexity, size and type, ranging from an entire system including all hardware, software and documentation, to a single module or a minor hardware component.

2.5
configuration management database (CMDB)
database containing all the relevant details of each configuration item and details of the important relationships between them

2.6
document
information and its supporting medium

NOTE 1 In this standard, records (see 2.9) are distinguished from documents by the fact that they function as evidence of activities, rather than evidence of intentions.

NOTE 2 Examples of documents include policy statements, plans, procedures, service level agreements and contracts.

2.7
incident
any event which is not part of the standard operation of a service and which causes or may cause an interruption to, or a reduction in, the quality of that service

NOTE This may include request questions such as "How do I...?" calls.

2.8
problem
unknown underlying cause of one or more incidents

2.9
record
document stating results achieved or providing evidence of activities performed

NOTE 1 In this standard, records are distinguished from documents by the fact that they function as evidence of activities, rather than evidence of intentions.

NOTE 2 Examples of records include audit reports, requests for change, incident reports, individual training records and invoices sent to customers.

2.10
release
collection of new and/or changed configuration items which are tested and introduced into the live environment together

2.11
request for change
form or screen used to record details of a request for a change to any configuration item within a service or infrastructure

2.12
service desk
customer facing support group who do a high proportion of the total support work

2.13
service level agreement (SLA)
written agreement between a service provider and a customer that documents services and agreed service levels

2.14
service management
management of services to meet the business requirements

2.15
service provider
the organization aiming to achieve ISO/IEC 20000

3 Requirements for a management system

Objective: To provide a management system, including policies and a framework to enable the effective management and implementation of all IT services.

3.1 Management responsibility

Through leadership and actions, top/executive management shall provide evidence of its commitment to developing, implementing and improving its service management capability within the context of the organization's business and customers' requirements.

Management shall:

a) establish the service management policy, objectives and plans;

b) communicate the importance of meeting the service management objectives and the need for continual improvement;

c) ensure that customer requirements are determined and are met with the aim of improving customer satisfaction;

d) appoint a member of management responsible for the co-ordination and management of all services;

e) determine and provide resources to plan, implement, monitor, review and improve service delivery and management e.g. recruit appropriate staff, manage staff turnover;

f) manage risks to the service management organization and services; and

g) conduct reviews of service management, at planned intervals, to ensure continuing suitability, adequacy and effectiveness.

3.2 Documentation requirements

Service providers shall provide documents and records to ensure effective planning, operation and control of service management. This shall include:

a) documented service management policies and plans;

b) documented service level agreements;

c) documented processes and procedures required by this standard; and

d) records required by this standard.

Procedures and responsibilities shall be established for the creation, review, approval, maintenance, disposal and control of the various types of documents and records.

NOTE: The documentation can be in any form or type of medium.

3.3 Competence, awareness and training

All service management roles and responsibilities shall be defined and maintained together with the competencies required to execute them effectively.

Staff competencies and training needs shall be reviewed and managed to enable staff to perform their role effectively.

Top management shall ensure that its employees are aware of the relevance and importance of their activities and how they contribute to the achievement of the service management objectives.

4 Planning and implementing service management

NOTE The methodology known as "Plan-Do-Check-Act" (PDCA) can be applied to all processes. PDCA can be described as follows:

a) Plan: establish the objectives and processes necessary to deliver results in accordance with customer requirements and the organization's policies;

b) Do: implement the processes;

c) Check: monitor and measure processes and services against policies, objectives and requirements and report the results;

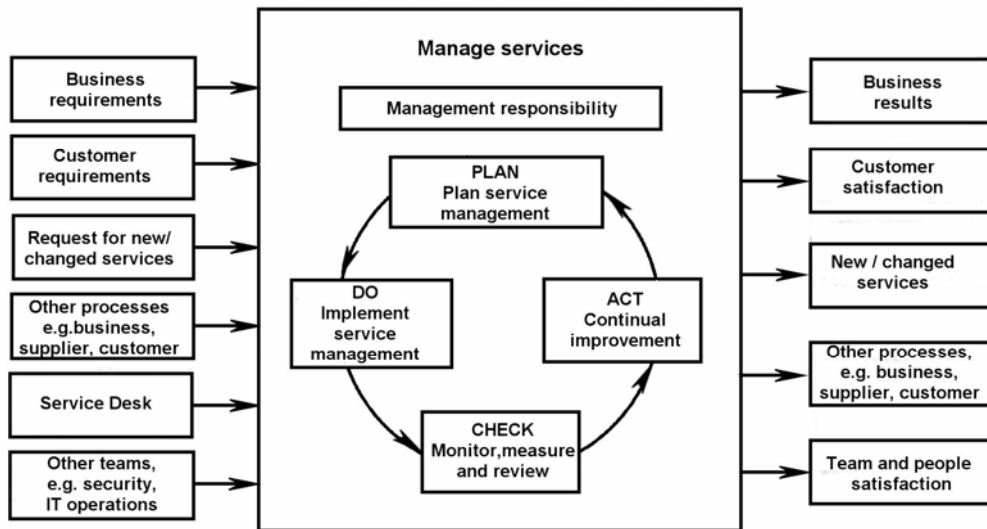d) Act: take actions to continually improve process performance.

Figure 2 — Plan-Do-Check-Act methodology for service management processes

The model shown in Figure 2 illustrates the process and process linkages presented in clauses 4 to 10.

4.1 Plan service management (Plan)

Objective: To plan the implementation and delivery of service management.

Service management shall be planned. The plans shall at a minimum define:

a)   the scope of the service provider's service management;

b)   the objectives and requirements that are to be achieved by service management;

c)   the processes that are to be executed;

d)   the framework of management roles and responsibilities, including the senior responsible owner, process owner and management of suppliers;

e)   the interfaces between service management processes and the manner in which the activities are to be co-ordinated;

f)   the approach to be taken in identifying, assessing and managing issues and risks to the achievement of the defined objectives;

g)   the approach for interfacing to projects that are creating or modifying services;

h)   the resources, facilities and budget necessary to achieve the defined objectives;

i)   tools as appropriate to support the processes; and

j)   how the quality of the service will be managed, audited and improved.

There shall be clear management direction and documented responsibilities for reviewing, authorising, communicating, implementing and maintaining the plans.

Any process specific plans produced shall be compatible with this service management plan.

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