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**Information technology — Service  
management —**

**Part 10:  
Concepts and terminology**

*Technologies de l'information — Gestion des services —*

*Partie 10: Concepts et terminologie*  
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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.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

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. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: [Foreword - Supplementary information](#)

The committee responsible for this document is ISO/IEC JTC 1, *Information technology*, Subcommittee SC 40, *IT Service Management and IT Governance*.

This second edition cancels and replaces the first edition (ISO/IEC TR 20000-10:2013), which has been technically revised.

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

- *Part 1: Service management system requirements*
- *Part 2: Guidance on the application of service management systems*
- *Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1*
- *Part 4: Process reference model* [Technical Report]
- *Part 5: Exemplar implementation plan for ISO/IEC 20000-1* [Technical Report]
- *Part 9: Guidance on the application of ISO/IEC 20000-1 to cloud services* [Technical Report]
- *Part 10: Concepts and terminology* [Technical Report]
- *Part 11: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: ITIL®<sup>1)</sup>* [Technical Report]

The following parts are under preparation

- *Part 6: Requirements for bodies providing audit and certification of service management systems*
- *Part 8: Guidance on usage and benefits of the application of service management systems for smaller organizations* [Technical Report]

1) ITIL® is a registered trademark of AXELOS Limited.

- *Part 12: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: CMMI-SVC®<sup>2)</sup>* [Technical Report]

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## Introduction

This part of ISO/IEC 20000 provides an overview of the concepts and the terminology of ISO/IEC 20000. It establishes a common framework for helping organizations to understand the purpose of all the parts of ISO/IEC 20000 and the relationships between the parts. This part of ISO/IEC 20000 is intended to become the authoritative source for definitions used in all the parts of ISO/IEC 20000. Terms defined in this part of ISO/IEC 20000 will be removed from other published parts of ISO/IEC 20000 as they are updated.

This part of ISO/IEC 20000 also identifies other documents that have relationships with ISO/IEC 20000-1:2011 and identifies common areas with related International Standards to aid the use and integration of multiple International Standards in organizations.

This part of ISO/IEC 20000 can be used by any organization or individual involved in the planning, design, transition, delivery and improvement of services using ISO/IEC 20000-1:2011. It can also be used for those involved in the assessment or audit of service management systems (SMS), providing details of all parts of ISO/IEC 20000 and how they can be used. More specifically, this part of ISO/IEC 20000

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

[Figure 1](#) represents an overview of the relationships between the parts of ISO/IEC 20000 as well as relevant frameworks and other external influences.

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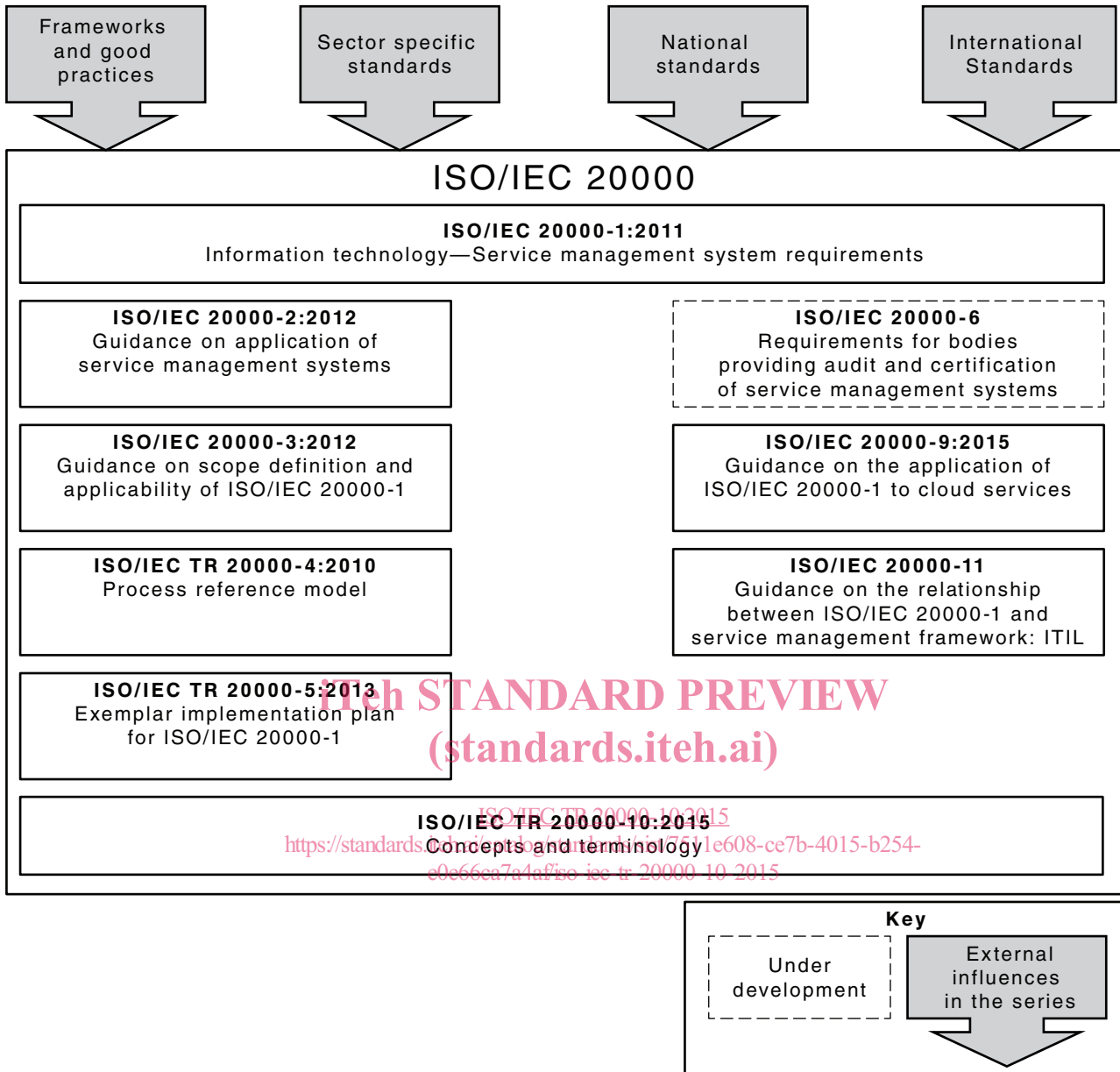


Figure 1 — Overview of parts of ISO/IEC 20000 addressed in ISO/IEC/TR 20000-10



# Information technology — Service management —

## Part 10: Concepts and terminology

### 1 Scope

This part of ISO/IEC 20000 describes the core concepts of ISO/IEC 20000, identifying how the different parts support ISO/IEC 20000-1:2011 as well as the relationships between ISO/IEC 20000 and other International Standards and Technical Reports. This part of ISO/IEC 20000 also explains the terminology used in ISO/IEC 20000, so that organisations and individuals can interpret the concepts correctly.

This part of ISO/IEC 20000 is for

- a) service providers considering using any part of ISO/IEC 20000 and looking for guidance on how to use the different parts of ISO/IEC 20000 to achieve their goal,
- b) service providers that wish to understand how ISO/IEC 20000 can be used in combination with other International Standards, and
- c) practitioners, auditors, and other parties who wish to gain an understanding of ISO/IEC 20000.

### 2 Terms and definitions

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

NOTE 1 Terms and definitions used in ISO/IEC 20000 but not included in this part can be found in standard English dictionaries.

NOTE 2 The formatting of the terms and definitions clause has been edited to reflect the ISO/IEC Directives, Part 2, 2011 version. It has not changed the content of the definitions as they were published in ISO/IEC 20000-1:2011.

#### 2.1

##### availability

ability of a service or service component to perform its required function at an agreed instant or over an agreed period of time

Note 1 to entry: Availability is normally expressed as a ratio or percentage of the time that the service or service component is actually available for use by the customer to the agreed time that the service should be available.

#### 2.2

##### configuration baseline

configuration information formally designated at a specific time during a service or service component's life

Note 1 to entry: Configuration baselines, plus approved changes from those baselines, constitute the current configuration information.

[SOURCE: ISO/IEC/IEEE 24765:2010, modified]

#### 2.3

##### configuration item

##### CI

element that needs to be controlled in order to deliver a service or services

**2.4  
configuration management database  
CMDB**

data store used to record attributes of configuration items, and the relationships between configuration items, throughout their lifecycle

**2.5  
continual improvement**  
recurring activity to increase the ability to fulfil service requirements

[SOURCE: ISO 9000:2005, modified]

**2.6  
corrective action**  
action to eliminate the cause or reduce the likelihood of recurrence of a detected nonconformity or other undesirable situation

[SOURCE: ISO 9000:2005, modified]

**2.7  
customer**  
organization or part of an organization that receives a service or services

Note 1 to entry: A customer can be internal or external to the service provider's organization.

[SOURCE: ISO 9000:2005, modified]

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**2.8  
document**  
information and its supporting medium

[SOURCE: ISO 9000:2005] <https://standards.iteh.ai/catalog/standards/sist/7511e608-ce7b-4015-b254-e0e66ca7a4af/iso-iec-tr-20000-10-2015>

EXAMPLE Policies, plans, process descriptions, procedures, service level agreements, contracts or records.

Note 1 to entry: The documentation can be in any form or type of medium.

Note 2 to entry: In ISO/IEC 20000, documents, except for records, state the intent to be achieved.

**2.9  
effectiveness**  
extent to which planned activities are realized and planned results achieved

[SOURCE: ISO 9000:2005]

**2.10  
incident**  
unplanned interruption to a service, a reduction in the quality of a service or an event that has not yet impacted the services to the customer

**2.11  
information security**  
preservation of confidentiality, integrity and accessibility of information

Note 1 to entry: In addition, other properties such as authenticity, accountability, non-repudiation and reliability can also be involved.

Note 2 to entry: The term 'availability' has not been used in this definition because it is a defined term in this part of ISO/IEC 20000 which would not be appropriate for this definition.

[SOURCE: ISO/IEC 27000:2014, modified]

**2.12****information security incident**

single or a series of unwanted or unexpected information security events that have a significant probability of compromising business operations and threatening information security

[SOURCE: ISO/IEC 27000:2014]

**2.13****interested party**

person or group having a specific interest in the performance or success of the service provider's activity or activities

EXAMPLE Customers, owners, management, people in the service provider's organization, suppliers, bankers, unions or partners.

Note 1 to entry: A group can comprise an organization, a part thereof, or more than one organization.

[SOURCE: ISO 9000:2005, modified]

**2.14****internal group**

part of the service provider's organization that enters into a documented agreement with the service provider to contribute to the design, transition, delivery and improvement of a service or services

Note 1 to entry: The internal group is outside the scope of the service provider's SMS.

**2.15****known error**

problem that has an identified root cause or a method of reducing or eliminating its impact on the services by working around it

**2.16****nonconformity**

non-fulfilment of a requirement

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[SOURCE: ISO 9000:2005]

**2.17****organization**

group of people and facilities with an arrangement of responsibilities, authorities and relationships

EXAMPLE Company, corporation, firm, enterprise, institution, charity, sole trader, association, or parts or combination thereof.

Note 1 to entry: The arrangement is generally orderly.

Note 2 to entry: An organization can be public or private.

[SOURCE: ISO 9000:2005]

**2.18****preventive action**

action to avoid or eliminate the causes, or reduce the likelihood, of occurrence of a potential nonconformity or other potential undesirable situation

[SOURCE: ISO 9000:2005, modified]

**2.19****problem**

root cause of one or more incidents

Note 1 to entry: The root cause is not usually known at the time a problem record is created and the problem management process is responsible for further investigation.

**2.20  
procedure**

specified way to carry out an activity or a process

[SOURCE: ISO 9000:2005]

Note 1 to entry: Procedures can be documented or not.

**2.21  
process**

set of interrelated or interacting activities which transforms inputs into outputs

[SOURCE: ISO 9000:2005]

**2.22  
record**

document stating results achieved or providing evidence of activities performed

[SOURCE: ISO 9000:2005]

EXAMPLE Audit reports, incident reports, training records or minutes of meetings.

**2.23  
release**

collection of one or more new or changed configuration items deployed into the live environment as a result of one or more changes

**2.24  
request for change**

proposal for a change to be made to a service, service component or the SMS

Note 1 to entry: A change to a service includes the provision of a new service or the removal of a service which is no longer required.

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**2.25  
risk**

effect of uncertainty on objectives

Note 1 to entry: An effect is a deviation from the expected — positive and/or negative.

Note 2 to entry: Objectives can have different aspects (such as financial, health and safety, and environmental goals) and can apply at different levels (such as strategic, organization-wide, project, product and process).

Note 3 to entry: Risk is often characterized by reference to potential events and consequences, or a combination of these.

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated likelihood of occurrence.

[SOURCE: ISO 31000:2009]

**2.26  
service**

means of delivering value for the customer by facilitating results the customer wants to achieve

Note 1 to entry: Service is generally intangible.

Note 2 to entry: A service can also be delivered to the service provider by a supplier, an internal group or a customer acting as a supplier.