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Information technology — Service management —

Part 3:
Guidance on scope definition and applicability of ISO/IEC 20000-1

Technologies de l'information — Gestion des services —

Partie 3: Recommandations pour la détermination du périmètre et l'applicabilité de l'ISO/IEC 20000-1

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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.

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).

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) or the IEC list of patent declarations received (see http://patents.iec.ch).

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 voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso .org/iso/foreword.html.

This document was prepared by Joint Technical Committee 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 20000-3:2012), which has been technically revised.

The main changes from the previous edition are as follows:

a) this document has been aligned with the third edition of ISO/IEC 20000-1;

b) example scenarios in Annex A have been updated to reflect contemporary service management environments, including complex service supply chains.

A list of all parts in the ISO/IEC 20000 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

This document provides guidance on scope definition and applicability of ISO/IEC 20000-1. This document does not add any requirements to those stated in ISO/IEC 20000-1.

Organizations, of any size, type, or area of operations, can provide a range of services to different types of customers, internal and external, and rely on complex service supply chains.

NOTE   The term "service supply chain", as used in this document, refers to the way services are coordinated across internal and external suppliers. It is not intended to limit the applicability of this document to any specific sector or industry.

The operation of a service management system (SMS) may involve many parties across legal jurisdictions, national boundaries and time zones. The SMS should include the appropriate controls to facilitate the coordination of all parties participating in the service lifecycle.

This document takes the form of examples, guidance and recommendations. It should not be quoted as if it were a specification of requirements.

Information technology — Service management —

Part 3:
Guidance on scope definition and applicability of ISO/IEC 20000-1

1   Scope

This document includes guidance on the scope definition and applicability to the requirements specified in ISO/IEC 20000-1.

This document can assist in establishing whether ISO/IEC 20000-1 is applicable to an organization's circumstances. It illustrates how the scope of an SMS can be defined, irrespective of whether the organization has experience of defining the scope of other management systems.

The guidance in this document can assist an organization in planning and preparing for a conformity assessment against ISO/IEC 20000-1.

Annex A contains examples of possible scope statements for an SMS. The examples given use a series of scenarios for organizations ranging from very simple to complex service supply chains.

This document can be used by personnel responsible for planning the implementation of an SMS, as well as assessors and consultants. It supplements the guidance on the application of an SMS given in ISO/IEC 20000-2.

Requirements for bodies providing audit and certification of an SMS can be found in ISO/IEC 20000-6 which recommends the use of this document.

2   Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 20000-10, *Information technology — Service management — Part 10: Concepts and vocabulary*

3   Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 20000-10 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

—   IEC Electropedia: available at http://www.electropedia.org/

—   ISO Online browsing platform: available at http://www.iso.org/obp

4   Fulfilling the requirements specified in ISO/IEC 20000-1

4.1   Structure of the SMS

Figure 1 illustrates an SMS showing the clause content of ISO/IEC 20000-1. It does not represent a structural hierarchy, sequence, or authority levels. It shows that the requirements in

ISO/IEC 20000-1:2018, Clause 8, Operation of the SMS, have been split into subclauses to reflect the service lifecycle. The subclauses are commonly referred to as the service management processes. The service management processes and the relationships between the processes can be implemented in different ways by organizations. The relationships between each organization and its customers, users and other interested parties influence how the service management processes are implemented.
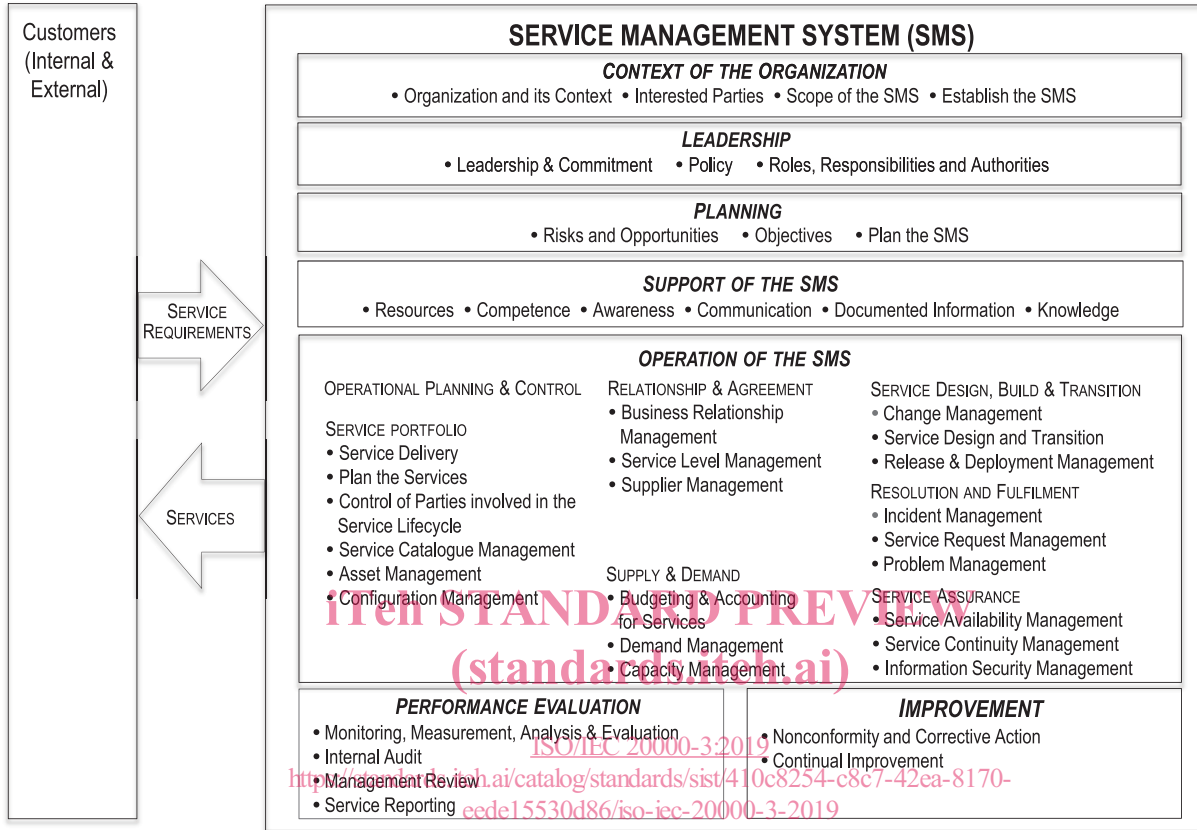
Figure 1 — Service management system

The structure of clauses in ISO/IEC 20000-1 is intended to provide a coherent presentation of requirements, rather than a model for documenting an organization's policies, objectives and processes. Process names can be different from those used in ISO/IEC 20000-1 provided all the requirements are fulfilled. Processes can be combined or split in different ways from the clause structure listed in ISO/IEC 20000-1.

There is no requirement for the terms used by an organization to be replaced by the terms used in this document. Organizations can choose to use terms that suit their operations. For example, change management and release and deployment management can be combined as one process.

Mapping an organization's process names against the requirements in ISO/IEC 20000-1 can assist an auditor in understanding how those requirements are fulfilled. An SMS as designed by an organization claiming conformity with ISO/IEC 20000-1, cannot exclude any of the requirements specified in ISO/IEC 20000-1.

4.2 Demonstrating conformity

An organization can only claim conformity by fulfilling all requirements specified in ISO/IEC 20000-1. Conformity to the requirements specified in ISO/IEC 20000-1 can be demonstrated by an organization showing evidence of:

a) fulfilling the requirements itself;

b) controls for other parties that are involved in performing activities to support the SMS.

Some or all of the requirements of ISO/IEC 20000-1:2018, Clauses 6 to 10, can be fulfilled by other parties, provided the organization can demonstrate controls for those other parties. For example, other parties can be used to conduct internal audits.

ISO/IEC 20000-1:2018, Clauses 4 to 5 should be fulfilled by the organization itself. However, another party can act on behalf of the organization, e.g. in preparation of the service management plan.

As another example, an organization can demonstrate evidence of controls for the processes operated by other parties or services that are outsourced. It is important that the organization understand which activities are to be performed by other parties to support the SMS.

4.3 Authorities and responsibilities across the service supply chain

It is important that the organization has clearly defined authorities and responsibilities for all parties in the service supply chain.

The organization should retain operational control of, and accountability for the services in scope of the SMS as described in ISO/IEC 20000-1:2018, 5.1, but can use other parties to support these requirements.

The organization is required to demonstrate that top management fulfils the requirements specified in ISO/IEC 20000-1:2018, Clause 5. The organization should demonstrate that the services support the fulfilment of the service management objectives.

It is important that the organization ensures that there is clarity regarding authority and responsibility for services and service components, and processes or parts of processes, provided or operated by all parties. This includes defining in contracts or documented agreements, the responsibilities for fulfilling service requirements.

The organization should:

a) identify and document all services, service components, processes or parts of processes in the scope of the SMS, including those that are provided by other parties;

b) identify which parties operate what services, service components, processes or parts of processes;

c) demonstrate controls for the other parties identified in a) and b) (see ISO/IEC 20000-1:2018, 8.2.3).

5 Applicability of ISO/IEC 20000-1

5.1 Principles of applicability

5.1.1 Applicability

All requirements in ISO/IEC 20000-1 are generic and are intended to be applicable to all organizations, regardless of the organization's type or size, or the nature of the services delivered. ISO/IEC 20000-1 has its roots in IT and is intended for service management of services using technology and digital information. The examples given in this document illustrate a variety of uses of ISO/IEC 20000-1.

ISO/IEC 20000-1:2018, 1.2 describes the application of the standard.

5.1.2 Organization

The organization in scope of the SMS needs to be correctly identified.

An ISO/IEC 20000-1 certificate would normally be issued to a single legal entity, rather than a group of different unrelated legal entities. See also 6.2.4 of this document.

5.1.3   Commercial status

Services can be delivered on either a commercial or non-commercial basis. The financial basis of service delivery is irrelevant to the applicability of ISO/IEC 20000-1 or the scope of the SMS.

The organization does not need to own the assets used to deliver the services.

5.1.4   Scope

The scope definition should state what has been included within the scope. If required, to aid clarity, it can also be useful to state what is outside the scope.

The scope of the SMS should be visible to staff, customers and prospective customers on request. It therefore needs to be unambiguous giving a clear indication of the services and the organization in scope.

5.1.5   Requirements

The organization should fulfil all requirements specified in ISO/IEC 20000-1 for the scope of the SMS. Some or all of the requirements of ISO/IEC 20000-1:2018, Clauses 6 to 10, can be fulfilled by other parties provided the organization can demonstrate controls for those other parties. However, ISO/IEC 20000-1:2018, Clauses 4 and 5 should be fulfilled by the organization itself but can be supported by other parties.

5.1.6   Authorities and responsibilities

The organization should be aware of the importance of clarity about authorities and responsibilities of the organization itself and other parties involved in the service lifecycle. The organization should retain accountability for all requirements in ISO/IEC 20000-1 but can use other parties to support this. Where other parties are involved, control should be demonstrated of the performance and effectiveness of their involvement according to ISO/IEC 20000-1:2018, 8.2.3.

5.2   Parties involved in an SMS

5.2.1   Types of suppliers

Organizations can use any type of combination of suppliers to support an SMS based on ISO/IEC 20000-1.

The organization can fulfil all requirements specified in ISO/IEC 20000-1:2018, Clauses 6 to 10 directly or by involving other parties. Other parties who provide or operate services, service components or processes can be:

a)   internal suppliers;

b)   external suppliers;

c)   customers acting as suppliers.

An internal supplier may have the same governing body as the organization in the scope of the SMS but is external to the scope of the SMS, e.g. human resources or procurement. An internal supplier should have a documented agreement with the organization in the scope of the SMS, specifying the internal supplier's contribution to the SMS and services.

An external supplier is an organization or part of an organization that is external to the organization within the scope of the SMS. If the organization in the scope of the SMS is part of a larger organization, the external supplier is external to the larger organization. An external supplier can enter into a contract with the organization to contribute to the planning, design, transition, delivery and improvement of services. Because the organization can have contracts with lead suppliers but not sub-contracted suppliers, lead suppliers should manage sub-contracted suppliers that are relevant to the SMS.

A customer can contribute to the operation of the SMS and the delivery of services, as well as receiving services. For example, a customer can manage a service desk and operate part of the incident management process. The contribution made by the customer when acting as a supplier should be under the terms of a documented agreement between the organization and the customer. This agreement should clearly identify the customer's role as a supplier and be distinct from any agreement between the organization and the customer for the provision of services. The agreement related to the supply of services can depend on the agreement as a customer. For example, a customer can provide a service desk as a supplier but specify in an agreement that they would cease to provide the service desk if they were not also a customer.

Where any customer acts as a supplier, there should be two agreements with the customer. The first agreement should specify the services to be delivered for a customer receiving service(s). The second agreement should specify the organization's conditions and controls for the customer acting as a supplier.

A risk with an external customer acting as a supplier is that the service provided can be contingent on the customer agreement, e.g. if the customer agreement is terminated, the agreement to provide the activities of the customer acting as a supplier may also be terminated. If the activities supplied impact other customers or interested parties, this can lead to the SMS no longer being conformant. It is good practice for transitional agreements to be included in the supplier agreement in case this should happen.

The organization should apply controls for all processes, services and service components within the scope of the SMS, even when other parties are involved. This is described in 5.3 of this document. Unless the organization can demonstrate controls for all parties, they cannot demonstrate conformity.

5.2.2 Improvements to the SMS and services

Opportunities for improvement can be identified by the organization or by other parties. These opportunities are evaluated and managed as specified in ISO/IEC 20000-1:2018, 10.2.

EXAMPLE 1   The organization requests another party to make performance improvements to achieve the agreed service objectives.

EXAMPLE 2   The other party identifies process improvements which will increase efficiency. These are discussed and agreed with the organization.

5.2.3 Evaluation and selection of other parties

ISO/IEC 20000-1:2018, 8.2.3.1 specifies that the organization determines and applies criteria for the evaluation and selection of other parties involved in the service lifecycle. There may be some generic capabilities and criteria for evaluation and selection of other parties. Examples of criteria are financial stability, previous experience of undertaking the same type of work, cost and ability to start in the required timescale.

For a complete determination of the evaluation criteria, it is necessary to have established a clear scope for the SMS and plan services, service components or processes to be assigned to each other party.

It may be necessary to coordinate criteria and selection of other parties with procurement or contract teams in the organization.

5.3 Control of other parties

5.3.1 Processes, services and service components provided or operated by other parties

Where the organization uses other parties to perform activities to support the SMS or the delivery of services within the scope of the SMS, the organization should define and apply the necessary controls and measurements to ensure the appropriate outcomes as defined by top management are met.

The organization should identify processes or parts of processes, services and service components operated or provided by other parties. The organization should ensure that contracts or documented

agreements include controls that are applied for management of all parties and apply supplier management according to ISO/IEC 20000-1:2018, 8.3.4. The importance of these controls is specified in ISO/IEC 20000-1:2018, 8.2.3.

5.3.2 Accountability

The organization is accountable for fulfilling the requirements specified in ISO/IEC 20000-1 for all services in scope of the SMS. This should include the accountability for measurement and evaluation of both process performance, and effectiveness of services and service components provided or operated by other parties.

For example, another party is responsible for resolution of an incident that impacts the customer's service. The organization in scope of the SMS retains accountability to the customer for resolution of the incident. The SMS includes applying controls for the other party.

The organization should ensure that contracts and agreements with other parties provide process and information inputs and outputs, and information required to support the SMS.

The organization should also be able to demonstrate that top management is committed to the implementation, maintenance and operation of the SMS. This should include controls for other parties involved in the service lifecycle.

5.3.3 Integration, interfaces and co-ordination

The organization should ensure there is clarity on the scope of services between:

a) the organization and its customers;

b) the organization and its service supply chain.

This should include the accountabilities and responsibilities and the methods of engagement between the organization and all relevant parties.

The organization should appropriately integrate services, service components and processes provided or operated by the organization itself and other parties. For example, where processes have interfaces between the organization and other parties, then the organization should demonstrate the integration such that all services operate to achieve their intended outcomes. Similarly, where services rely on supporting services or service components from other parties, the integration of the services should be the responsibility of the organization to ensure that all parts of the services meet the service requirements.

"Service integration" is sometimes known as service integration and management. It promotes end-to-end service management, particularly in complex service supply chains. "Service integrator" is a term used for the organization or part of an organization that takes on the key role of managing the integration and coordination of services, service components or processes delivered from multiple suppliers. The service integrator role can be fulfilled by the organization or one of its suppliers. A service integration structure provides governance, management, integration, assurance and coordination to ensure the customer organization gets maximum value from its suppliers.

The organization should demonstrate clearly how these interactions with other parties (and resulting outcomes) are measured and evaluated by the organization. This can include those interactions between different processes, as well as between the parts of the process provided by other parties supporting the organization's SMS. The definition of the interactions should include the process triggers, the method for interaction, the information exchanged, and any service levels associated (such as a response time).

For example, for the incident management process, good practice can include:

— how the incident information is transferred between the organization and another party;

— what should be included in an incident record;