
**Information technology — Service
management —**

**Part 10:
Concepts and vocabulary**

Technologies de l'information — Gestion des services —

Partie 10: Concepts et terminologie
iTeh STANDARD PREVIEW
(standards.iteh.ai)

[ISO/IEC 20000-10:2018](https://standards.iteh.ai/catalog/standards/sist/fe73c318-218a-4d32-80a2-7bee5d9fba58/iso-iec-20000-10-2018)

<https://standards.iteh.ai/catalog/standards/sist/fe73c318-218a-4d32-80a2-7bee5d9fba58/iso-iec-20000-10-2018>



iTeh STANDARD PREVIEW
(standards.iteh.ai)

ISO/IEC 20000-10:2018

<https://standards.iteh.ai/catalog/standards/sist/fe73c318-218a-4d32-80a2-7bee5d9fba58/iso-iec-20000-10-2018>



COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2018

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

	Page
Foreword.....	v
Introduction.....	vii
1 Scope.....	1
2 Normative references.....	1
3 Terms and definitions.....	1
3.1 Terms specific to management system standards.....	1
3.2 Terms specific to service management used in the ISO/IEC 20000 series.....	5
3.3 Terms specific to service management used in the ISO/IEC 20000 series but not used in ISO/IEC 20000-1.....	9
4 Terminology used in ISO/IEC 20000 (all parts).....	9
5 Service management systems (SMS).....	10
5.1 General.....	10
5.2 What is an SMS?.....	10
5.3 The integrated approach.....	11
5.4 Continual improvement.....	11
5.5 Benefits of an SMS based on ISO/IEC 20000-1.....	11
5.5.1 General benefits of an SMS.....	11
5.5.2 Benefits from independent assessment of an SMS against ISO/IEC 20000-1.....	12
5.5.3 Benefits related to different service management scenarios.....	12
5.6 Misperceptions about an SMS and ISO/IEC 20000-1.....	16
6 Overview of the parts of ISO/IEC 20000 (standards.iteh.ai).....	17
6.1 General.....	17
6.2 ISO/IEC 20000-1:2018, Service management system requirements	18
6.2.1 Scope.....	18
6.2.2 Purpose.....	18
6.3 ISO/IEC 20000-2, Guidance on application of service management systems	19
6.3.1 Scope.....	19
6.3.2 Purpose.....	19
6.3.3 Relationship with ISO/IEC 20000-1.....	19
6.4 ISO/IEC 20000-3, Guidance on scope definition and applicability of ISO/IEC 20000-1	19
6.4.1 Scope.....	19
6.4.2 Purpose.....	19
6.4.3 Relationship with ISO/IEC 20000-1.....	20
6.5 ISO/IEC TR 20000-5:2013, Exemplar implementation plan for ISO/IEC 20000-1	20
6.5.1 Scope.....	20
6.5.2 Purpose.....	20
6.5.3 Relationship with ISO/IEC 20000-1.....	20
6.6 ISO/IEC 20000-6:2017, Requirements for bodies providing audit and certification of service management systems	20
6.6.1 Scope.....	20
6.6.2 Purpose.....	21
6.6.3 Relationship with ISO/IEC 20000-1.....	21
6.7 ISO/IEC TR 20000-11:2015, Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: ITIL®	21
6.7.1 Scope.....	21
6.7.2 Purpose.....	21
6.7.3 Relationship with ISO/IEC 20000-1.....	21
6.8 ISO/IEC TR 20000-12:2016, Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: CMMI-SVC®	21
6.8.1 Scope.....	21
6.8.2 Purpose.....	22

ISO/IEC 20000-10:2018(E)

6.8.3	Relationship with ISO/IEC 20000-1	22
7	Other related International Standards and Technical Reports	22
7.1	Closely related International Standards and Technical Reports	22
7.2	ISO/IEC 27013:2015, <i>Information technology — Security techniques — Guideline on the integrated implementation of ISO/IEC 20000-1 and ISO/IEC 27001</i>	22
7.2.1	Scope	22
7.2.2	Purpose	22
7.2.3	Relationship with ISO/IEC 20000-1	22
7.3	Other related International Standards	23
7.3.1	General	23
7.3.2	ISO 9000:2015, <i>Quality management systems — Fundamentals and vocabulary</i>	23
7.3.3	ISO 9001:2015, <i>Quality management systems — Requirements</i>	23
7.3.4	ISO 10007:2017, <i>Quality management systems — Guidelines for configuration management</i>	23
7.3.5	ISO/IEC 19770-1:2017, <i>Information technology — IT asset management — Part 1: IT asset management systems — Requirements</i>	24
7.3.6	ISO 22301:2012, <i>Societal security — Business continuity management systems — Requirements</i>	24
7.3.7	ISO/IEC 27000:2018, <i>Information technology — Security techniques — Information security management systems — Overview and vocabulary</i>	24
7.3.8	ISO/IEC 27001:2013, <i>Information technology — Security techniques — Information security management systems — Requirements</i>	25
7.3.9	ISO/IEC 27031:2011, <i>Information technology — Security techniques — Guidelines for information and communication technology readiness for business continuity</i>	25
7.3.10	ISO/IEC 30105-1:2016, <i>Information technology — IT Enabled Service — Business Process Outsourcing (ITES-BPO) lifecycle processes</i>	25
7.3.11	ISO 31000:2018, <i>Risk management — Principles and guidelines</i>	26
7.3.12	ISO/IEC 38500:2015, <i>Information technology — Governance of IT for the Organization</i>	26
	Bibliography	27

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 nongovernmental, 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 ISO documents 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 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).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement. For an explanation on 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 the following URL: www.iso.org/iso/foreword.html.

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

This first edition of ISO/IEC 20000-10 cancels and replaces ISO/IEC TR 20000-10:2015, which has been technically revised.

The main changes from the previous edition are as follows:

- a) includes all the terms and definitions of the ISO/IEC 20000 series;
- b) inclusion of terms from the ISO/IEC Directives Part 1, Annex SL Appendix 2 high-level structure for all management system standards. Some of the terms are new, some have updated existing definitions and some have remained unchanged from previous definitions;
- c) the term “internal group” has changed to “internal supplier” and the term “supplier” has changed to “external supplier”;
- d) the definition of “information security” has changed to be aligned with that in ISO/IEC 27000 and subsequently the term “availability” has been changed to “service availability”;
- e) new terms specific to the ISO/IEC 20000 series have been added for “asset”, “governing body”, “service catalogue”, “service level target”, “user” and “value”;
- f) three terms have been deleted: “configuration baseline”, “configuration management database” and “preventive action”;
- g) many definitions have been updated;
- h) [Figures 1](#) and [2](#) have been updated with currently published ISO/IEC 20000 parts;
- i) references to ISO/IEC 20000-4, ISO/IEC TR 20000-9 and ISO/IEC TR 90006 have been removed because the standards have been or will be withdrawn;

ISO/IEC 20000-10:2018(E)

- j) ISO/IEC 20000 parts in [Clause 6](#) have been updated with new publication dates and details as appropriate;
- k) related standards in [Clause 7](#) now also include ISO 22301 and ISO/IEC 30105.

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.

iTeh STANDARD PREVIEW (standards.iteh.ai)

[ISO/IEC 20000-10:2018](#)

<https://standards.iteh.ai/catalog/standards/sist/fc73c318-218a-4d32-80a2-7bee5d9fba58/iso-iec-20000-10-2018>

Introduction

This document provides an overview of the concepts of a service management system (SMS). 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 document is the authoritative source for definitions used in all the parts of ISO/IEC 20000.

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

This document can be used by any organization or individual involved in the planning, design, transition, delivery and improvement of services using ISO/IEC 20000-1. It can also be used for those involved in the assessment or audit of an SMS, providing details of all parts of ISO/IEC 20000 and how they can be used.

More specifically, this document defines the terms used in all parts of ISO/IEC 20000 and:

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

The terms and definitions in this document are applicable to ISO/IEC 20000-1:2018 and other updated parts of ISO/IEC 20000. For those organizations who are working with ISO/IEC 20000-1:2011, the terms and definitions in [Clause 3](#) of that document remain unchanged. Where this document refers to dated and undated standards, the ISO/IEC Directives, Part 2 apply. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies. Where it is necessary to clarify that a specific edition applies, the edition is cited.

The terms and definitions in [3.1](#) and [3.2](#) of this document are also included in ISO/IEC 20000-1:2018. The terms and definitions in [3.3](#) of this document do not relate to ISO/IEC 20000-1 but are used in other parts of the ISO/IEC 20000 series.

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

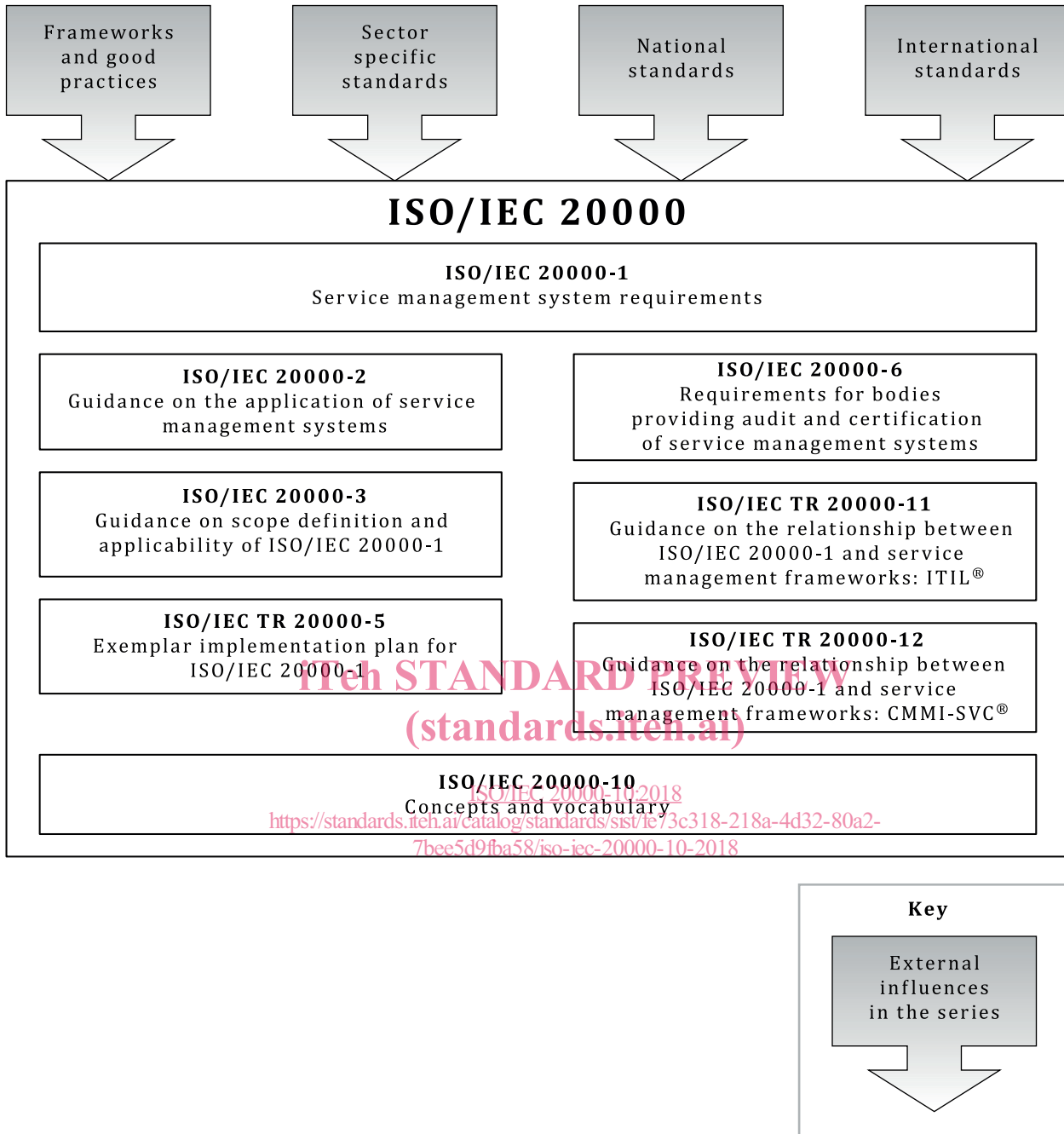


Figure 1 — Overview of parts of ISO/IEC 20000 addressed in ISO/IEC 20000-10

Information technology — Service management —

Part 10: Concepts and vocabulary

1 Scope

This document describes the core concepts of ISO/IEC 20000 (all parts), identifying how the different parts support ISO/IEC 20000-1:2018 as well as the relationships between ISO/IEC 20000-1 and other International Standards and Technical Reports. This document also includes the terminology used in all parts of ISO/IEC 20000, so that organizations and individuals can interpret the concepts correctly.

This document can be used by:

- a) organizations seeking to understand the terms and definitions to support the use of ISO/IEC 20000 (all parts);
- b) organizations looking for guidance on how to use the different parts of ISO/IEC 20000 to achieve their goal;
- c) organizations that wish to understand how ISO/IEC 20000 (all parts) can be used in combination with other International Standards;
- d) practitioners, auditors and other parties who wish to gain an understanding of ISO/IEC 20000 (all parts).

STANDARD PREVIEW
(standards.iteh.ai)
ISO/IEC 20000-10:2018
<https://standards.iteh.ai/catalog/standards/sist/fe73c318-218a-4d32-80a2-7bee5d9fba58/iso-iec-20000-10-2018>

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document the following terms and definitions 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 <https://www.iso.org/obp>

3.1 Terms specific to management system standards

3.1.1 audit

systematic, independent and documented *process* (3.1.18) for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

Note 1 to entry: An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).

Note 2 to entry: An internal audit is conducted by the *organization* (3.1.14) itself, or by an external party on its behalf.

Note 3 to entry: “Audit evidence” and “audit criteria” are defined in ISO 19011.

3.1.2

competence

ability to apply knowledge and skills to achieve intended results

3.1.3

conformity

fulfilment of a *requirement* ([3.1.19](#))

Note 1 to entry: Conformity relates to requirements in ISO/IEC 20000-1 as well as the organization's SMS requirements.

Note 2 to entry: The original Annex SL definition has been modified by adding Note 1 to entry.

3.1.4

continual improvement

recurring activity to enhance *performance* ([3.1.16](#))

3.1.5

corrective action

action to eliminate the cause or reduce the likelihood of recurrence of a detected *nonconformity* ([3.1.12](#)) or other undesirable situation

Note 1 to entry: The original Annex SL definition has been changed by adding text to the original "action to eliminate the cause of a nonconformity and to prevent recurrence".

3.1.6

documented information

information required to be controlled and maintained by an *organization* ([3.1.14](#)) and the medium on which it is contained

iTeh STANDARD PREVIEW
(standards.iteh.ai)

EXAMPLE *Policies* ([3.1.17](#)), plans, process descriptions, *procedures* ([3.2.11](#)), *service level agreements* ([3.2.20](#)) or contracts.

<https://standards.iteh.ai/catalog/standards/sist/fe73c318-218a-4d32-80a2-7ba5d9fa586c/iso-iec-20000-10-2018>

Note 1 to entry: Documented information can be in any format and media and from any source.

Note 2 to entry: Documented information can refer to:

- the *management system* ([3.1.9](#)), including related *processes* ([3.1.18](#));
- information created in order for the organization to operate (documentation);
- evidence of results achieved [*records* ([3.2.12](#))].

Note 3 to entry: The original Annex SL definition has been modified by adding examples.

3.1.7

effectiveness

extent to which planned activities are realized and planned results achieved

3.1.8

interested party

person or *organization* ([3.1.14](#)) that can affect, be affected by, or perceive itself to be affected by a decision or activity related to the *SMS* ([3.2.23](#)) or the *services* ([3.2.15](#))

Note 1 to entry: An interested party can be internal or external to the organization.

Note 2 to entry: Interested parties can include parts of the organization outside the scope of the SMS, *customers* ([3.2.3](#)), *users* ([3.2.28](#)), community, *external suppliers* ([3.2.4](#)), regulators, public sector bodies, nongovernment organizations, investors or employees.

Note 3 to entry: Where interested parties are specified in the *requirements* ([3.1.19](#)) of ISO/IEC 20000-1, the interested parties can differ depending on the context of the requirement.

Note 4 to entry: The original Annex SL definition has been modified by deleting the admitted term “stakeholder”, adding “related to the SMS or the services” to the definition and by adding Notes 1, 2 and 3 to entry.

3.1.9 management system

set of interrelated or interacting elements of an *organization* (3.1.14) to establish *policies* (3.1.17) and *objectives* (3.1.13) and *processes* (3.1.18) to achieve those objectives

Note 1 to entry: A management system can address a single discipline or several disciplines.

Note 2 to entry: The management system elements include the organization’s structure, roles and responsibilities, planning, operation, policies, objectives, plans, processes and *procedures* (3.2.11).

Note 3 to entry: The scope of a management system may include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

Note 4 to entry: The original Annex SL definition has been modified by clarifying that the system is a management system and listing further elements in Note 2 to entry.

3.1.10 measurement

process (3.1.18) to determine a value

3.1.11 monitoring

determining the status of a system, a *process* (3.1.18) or an activity

Note 1 to entry: To determine the status there may be a need to check, supervise or critically observe.

3.1.12 nonconformity

non-fulfilment of a *requirement* (3.1.19) ISO/IEC 20000-10:2018
atalog/standards/sist/fe73c318-218a-4d32-80a2-
7bec5d9fba58/iso-iec-20000-10-2018

Note 1 to entry: Nonconformity relates to requirements in ISO/IEC 20000-1 as well as the organization’s SMS requirements.

3.1.13 objective

result to be achieved

Note 1 to entry: An objective can be strategic, tactical, or operational.

Note 2 to entry: Objectives can relate to different disciplines [such as financial, health and safety, *service management* (3.2.22) and environmental goals] and can apply at different levels [such as strategic, organization-wide, *service* (3.2.15), project, product and *process* (3.1.18)].

Note 3 to entry: An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, as a service management objective or by the use of other words with similar meaning (e.g. aim, goal, or target).

Note 4 to entry: In the context of an *SMS* (3.2.23), service management objectives are set by the organization, consistent with the service management *policy* (3.1.17), to achieve specific results.

Note 5 to entry: The original Annex SL definition has been modified by adding “service management” and “service” to Note 2 to entry.

**3.1.14
organization**

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* (3.1.13)

Note 1 to entry: The concept of organization includes, but is not limited to sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

Note 2 to entry: An organization or part of an organization that manages and delivers a *service* (3.2.15) or services to internal or external *customers* (3.2.3) can be known as a *service provider* (3.2.24).

Note 3 to entry: If the scope of the *SMS* (3.2.23) covers only part of an organization, then organization, when used in ISO/IEC 20000 (all parts), refers to the part of the organization that is within the scope of the SMS. Any use of the term organization with a different intent is distinguished clearly.

Note 4 to entry: The original Annex SL definition has been modified by adding Notes 2 and 3 to entry.

**3.1.15
outsource, verb**

make an arrangement where an external *organization* (3.1.14) performs part of an organization's function or *process* (3.1.18)

Note 1 to entry: An external organization is outside the scope of the *SMS* (3.2.23), although the outsourced function or process, is within the scope.

**3.1.16
performance**

measurable result

iTeh STANDARD PREVIEW
(standards.iteh.ai)

Note 1 to entry: Performance can relate either to quantitative or qualitative findings.

Note 2 to entry: Performance can relate to the management of activities, *processes* (3.1.18), products, *services* (3.2.15), systems or *organizations* (3.1.14). ISO/IEC 20000-10:2018
7bee5d9fba58/iso-iec-20000-10-2018

Note 3 to entry: The original Annex SL definition has been modified by adding “services” to Note 2 to entry.

**3.1.17
policy**

intentions and direction of an *organization* (3.1.14) as formally expressed by its *top management* (3.1.21)

**3.1.18
process**

set of interrelated or interacting activities that use inputs to deliver an intended result

Note 1 to entry: Whether the “intended result” of a process is called output, product or *service* (3.2.15) depends on the context of the reference.

Note 2 to entry: Inputs to a process are generally the outputs of other processes and outputs of a process are generally the inputs to other processes.

Note 3 to entry: Two or more interrelated and interacting processes in series can also be referred to as a process.

Note 4 to entry: Processes in an *organization* (3.1.14) are generally planned and carried out under controlled conditions to add value.

Note 5 to entry: The original Annex SL definition has been changed from “set of interrelated or interacting activities which transforms inputs into outputs”. The original Annex SL definition has also been modified by adding Notes 1 to 4 to entry. The revised definition and Notes 1 to 4 to entry are sourced from ISO 9000:2015, 3.4.1.