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Information technology~~–~~ — Service management~~–~~ —

Part~~-~~ 14:
Guidance on the application of Service Integration and Management to ISO/IEC 20000-1

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

Partie 14: Recommandations pour l'application de l'intégration et de la gestion des services à l'ISO/IEC 20000-1

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Contents

Foreword vii
Introduction viii
Part 14: Guidance on the application of Service Integration and Management to ISO/IEC 20000-1 1
1 Scope 1
2 Normative references 1
3 Terms and definitions 1
4 ISO/IEC 20000-1 and Service integration and management 3
4.1 Introduction to ISO/IEC 20000-1 3
4.2 Terminology comparison 6
5 Introduction to the SIAM ecosystem 7
5.1 Brief overview of SIAM 7
5.2 SIAM model 7
5.2.1 General 7
5.2.2 The customer organization 9
5.2.3 Service integrator 9
5.2.4 Service providers 9
5.2.5 SIAM structural elements 9
5.2.6 SIAM processes 10
5.2.7 SIAM practices 10
5.3 SIAM roles and responsibilities 11
6 Deploying SIAM with an SMS 11
6.1 Deploying SIAM 11
6.1.1 Overview 11
6.1.2 Implementing SIAM in an existing SMS 12
6.1.3 Establishing an SMS within an existing SIAM environment 12
6.1.4 Deploying SIAM concurrently with establishing an SMS 12
6.2 The SIAM roadmap 12
6.2.1 Introduction to the SIAM roadmap 12
6.2.2 Discovery and strategy 13
6.2.3 Plan and build 16
6.2.4 Implement 18
6.2.5 Run and improve 19
Annex A (informative) Clauses of ISO/IEC 20000-1:2018 21
Annex B (informative) Correlation of the ISO/IEC 20000 series with SIAM best practices 24
B.1 Relationships of SIAM inputs and outputs to the requirements or guidance in the ISO/IEC 20000 series 24
B.2 Cross-referencing SIAM artefacts with ISO/IEC 20000-1 mandatory documented information 27
Bibliography 32

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ISO/IEC DTS 20000-14
https://standards.iteh.ai/catalog/standards/sist/786e5f10-f230-4858-a6e0-acda11608a2b/iso-iec-dts-20000-14

Foreword v
Introduction vi
1 Scope 1
2 Normative references 1
3 Terms and definitions 1
4 ISO/IEC 20000-1 and Service integration and management 3
4.1 Introduction to ISO/IEC 20000-1 3
4.2 Terminology comparison 4
5 Introduction to the SIAM ecosystem 6
5.1 Brief overview of SIAM 6
5.2 SIAM model 6
5.2.1 General 6
5.2.2 The customer organization 7
5.2.3 Service integrator 7
5.2.4 Service providers 8
5.2.5 SIAM structural elements 8
5.2.6 SIAM processes 8
5.2.7 SIAM practices 9
5.3 SIAM roles and responsibilities 9
6 Deploying SIAM with an SMS 10
6.1 Deploying SIAM 10
6.1.1 Overview 10
6.1.2 Implementing SIAM in an existing SMS 10
6.1.3 Establishing an SMS within an existing SIAM environment 10
6.1.4 Deploying SIAM concurrently with establishing an SMS 10
6.2 The SIAM roadmap 11
6.2.1 Introduction to the SIAM roadmap 11
6.2.2 Discovery and strategy 11
6.2.3 Plan and build 14
6.2.4 Implement 16
6.2.5 Run and improve 16
Annex A (informative) ISO/IEC 20000-1 clauses 18
Annex B (informative) Correlation of ISO/IEC 20000-1 series with SIAM best practices 20
B.1 Relationships of SIAM inputs and outputs to the requirements or guidance in the ISO/IEC 20000 series 20
B.2 Cross-referencing SIAM artefacts with ISO/IEC 20000-1 mandatory documented information 22
Bibliography 27

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ISO/IEC DTS 20000-14
https://standards.iteh.ai/catalog/standards/sist/786e5f10-f230-4858-a6e0-acda11608a2b/iso-iec-dts-20000-14

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Foreword

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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 documentsdocument 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 2 (see www.iso.org/directives or www.iec.ch/members_experts/refdocs).

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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'sISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html) see www.iso.org/iso/foreword.html. In the IEC, see www.iec.ch/understanding-standards.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee *SC40*SC 40, *IT Service Managementservice management and IT Governancegovernance*.

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

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 and www.iec.ch/national-committee. www.iso.org/members.html and www.iec.ch/national-committees.

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Introduction

This document provides guidance for organizations wishing to include ~~service integration~~Service Integration and ~~management~~Management (SIAM™) in an existing service management system (SMS), or one in the process of being established, based on ISO/IEC 20000-1:2018. An SMS supports the management of the service lifecycle, including the planning, design, transition, delivery and improvement of services, which meet agreed requirements and deliver value for customers, users and the organization(s) delivering the services.

The adoption of SIAM is driven by strategic factors, including:

— increased complexity of sourcing models using multiple service providers;

— a desire to remove reliance on any particular service provider;

— the requirement for effective controls for managing a multi-provider ecosystem;

— a desire for the ability and flexibility available from ~~specialised~~specialized service providers in this field.

SIAM is an evolution of service management methodologies that ~~include~~includes services integrated across multiple service providers. It has developed as organizations have moved away from outsourced contracts with a single service provider to an environment with multiple service providers. SIAM has evolved out of the challenges associated with these more complex operating models. SIAM addresses the issue of ~~'~~*accidental multi-~~sourcing',~~sourcing", where an organization engages in an ad hoc way with multiple service providers and services over time, with no consistent overall control.

SIAM incorporates the concept of a service integrator layer, which is a single, logical entity held accountable for the end-to-end delivery of services. The service integrator layer is where end-to-end service management, assurance, integration and coordination are performed. It focuses on implementing an effective cross-service provider capability and executes the requirements directed by the customer organization.

This document also provides a mapping between ISO/IEC 20000-1 requirements and guidance to the elements in the SIAM methodology.

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Information technology — Service management —

Part 14: Guidance on the application of Service Integration and Management to ISO/IEC 20000-1

1 Scope

This document provides guidance for organizations that are establishing or improving a service management system (SMS) by incorporating a service integrator. IncorporatingThe incorporation of a service integrator is aimed at addressing an environment that includes services sourced from multiple service providers.

This document specifically focuses on service integrationService Integration and managementManagement (SIAM)™) in the context of an SMS.

The intended users of this document include:

— organizations that need to manage multiple service providers within a new or existing SMS; and

— consultants and advisors that support an organization during SMS implementation or improvement, where a SIAM approach is being adopted.

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This document is not applicable to organizations that have only one service provider.

NOTE In SIAM, the term "supplier" is not used. Internal and external suppliers are both referred to as “service providers”. See 4.2See 4.2 for further comparison of terminology.

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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 20000-1:2018, *Information technology — Service management — Part 1: Service management system requirements*

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 20000-1, ISO/IEC 20000-10 and the following apply.

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

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

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

3.1
cross-functional team
group of people with different functional expertise working toward a common goal

Note 1 to entry: It may include people from finance, marketing, operations and human resources departments. Typically, it includes employees from all levels of an organization or from different organizations.

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[SOURCE: SIAM Professional Body of Knowledge, ~~2019]~~2021][9]

3.2
function
organizational entity, typically characterized by a special area of knowledge or expertise[SOURCE: SIAM Professional Body of Knowledge, 2021][9]

~~[SOURCE: SIAM Professional Body of Knowledge, 2019]~~

3.3
organizational change management
OCM
process used to manage changes to business processes, organizational structures and cultures within an organization[SOURCE: SIAM Professional Body of Knowledge, 2021][9]

~~[SOURCE: SIAM Professional Body of Knowledge, 2019]~~

3.4
retained capabilities
functions within the customer organization that are responsible for strategic, architectural, business engagement and corporate governance activities

Note 1 to entry: The customer organization will include some retained capabilities that may include any accountabilities and responsibilities that remain with the customer for legislative or regulatory reasons.

Note 2 to entry: Some services may be delivered by the customer's staff. These staff are considered internal service providers and not part of the customer retained capabilities.

[SOURCE: SIAM Professional Body of Knowledge, ~~2019]~~2021][9]

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3.5
Service Integration and Management
SIAM
management methodology that can be applied in an environment that includes services sourced from multiple service providers[SOURCE: SIAM Professional Body of Knowledge, 2021][9]

~~[SOURCE: SIAM Professional Body of Knowledge, 2019]~~

3.6
service integrator
single, logical entity held accountable for the end-to-end delivery of services and the business value that the customer receives

Note 1 to entry: Service integrator accountability includes end-to-end service governance, management, integration, assurance and coordination.

[SOURCE: SIAM Professional Body of Knowledge, ~~2019]~~2021][9]

3.7
service provider
internal or external organization that provides services

Note 1 to entry: Within a SIAM ecosystem, there are multiple service providers.

Note 2 to entry: Service providers can also be known as suppliers or vendors.

[SOURCE: SIAM Professional Body of Knowledge, ~~2019]~~2021][9]

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3.8
SIAM ecosystem
network or interconnected system

Note 1 to entry: The SIAM ecosystem includes three layers: customer organization (including retained capabilities), service integrator and service provider(s).

[SOURCE: SIAM Professional Body of Knowledge, ~~2019]~~2021][9]

3.9
SIAM governance
framework of rules, policies, processes, and in some cases legislation, by which businesses are operated, regulated and controlled

Note 1 to entry: In a SIAM ecosystem, governance refers to the definition and application of policies and standards. These define and ensure the required levels of authority, decision-making and accountability.

Note 2 to entry: ISO/IEC 38500 defines governance as "a system of directing, overseeing and accountability".

[SOURCE: SIAM Professional Body of Knowledge, ~~2019]~~2021, modified — Note 2 to entry added.][9]

3.10
SIAM model
customer organization-initiated structure consisting of practices, processes, functions, roles and structural elements described within the SIAM methodology and based on the layers in the SIAM ecosystem[SOURCE: SIAM Professional Body of Knowledge, 2021][9]

~~[SOURCE: SIAM Professional Body of Knowledge, 2019]~~

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3.11
SIAM practice
actual application or use of an idea, belief or method, as opposed to the theories relating to it[SOURCE: SIAM Professional Body of Knowledge, 2021][9]

~~[SOURCE: SIAM Professional Body of Knowledge, 2019]~~

3.12
structural element
teams that have members from different organizations and different SIAM layers

Note 1 to entry: These include boards, process forums and working groups.

[SOURCE: SIAM Professional Body of Knowledge, ~~2019]~~2021][9]

4 ISO/IEC 20000-1 and Service integration and management

4.1 Introduction to ISO/IEC 20000-1

ISO/IEC 20000-1 specifies requirements for establishing, implementing, maintaining and continually improving an SMS. An SMS supports the management of the service lifecycle, including the planning, design, transition, delivery and improvement of services, which meet agreed requirements and deliver value for customers, users and the organization delivering the services. The organization in the scope of the SMS can be a whole or part of a larger organization and can also be known as the service provider.

ISO/IEC 20000-1 is intentionally independent of specific guidance. The organization can use a combination of generally accepted methodologies (e.g. SIAM) and its own experience. Appropriate tools for service management can be used to support the SMS.

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All requirements specified 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. While it can be used '"regardless of the organization's type or size, or the nature of the services delivered',delivered," ISO/IEC 20000-1 has its roots in information technology (IT). It is intended for service management of services using technology and digital information. The examples given in this document illustrate a variety of uses of SIAM in the context of an SMS.

Exclusion of any of the requirements in ISO/IEC 20000-1:2018, Clauses 4 to 10, is not acceptable when the organization claims conformity to ISO/IEC 20000-1, irrespective of the nature of the organization.

The organization cannot demonstrate conformity to the requirements specified in ISO/IEC 20000-1 if it does not provide or operate at least some of the services, service components or processes within the scope of the SMS.

ISO/IEC 20000-10 includes the concepts for an SMS, the vocabulary used for the ISO/IEC 20000 series, and a description of each part of the series and related standards. Guidance is available in other parts of the ISO/IEC 20000 series including:

— ISO/IEC 20000-2: Guidance on the application of service management systems;

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

— ISO/IEC TS 20000-5: Implementation guidance for ISO/IEC 20000-1;

— ISO/IEC 20000-6: Requirements for bodies providing audit and certification of service management systems;

— ISO/IEC TS 20000-11: Guidance on the relationship between ISO/IEC 20000-1 and service management frameworks: ITIL®.

Figure 1Figure 1 illustrates an SMS showing the clause content of ISO/IEC 20000-1. Numbers in parentheses in figure Figure 1 indicate ISO/IEC 20000-1 clause numbers. See Annex AAnnex A for a list of the ISO/IEC 20000-1 clause number and titles.

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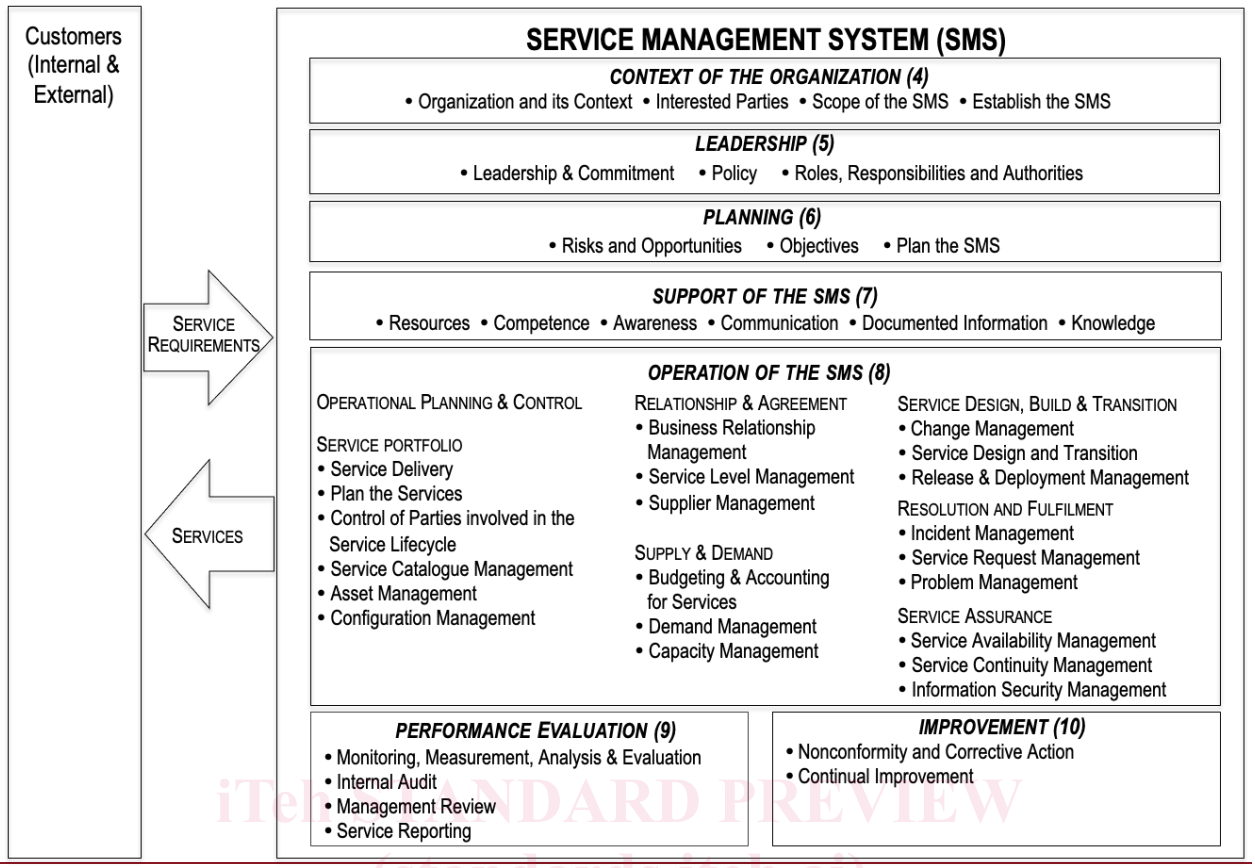

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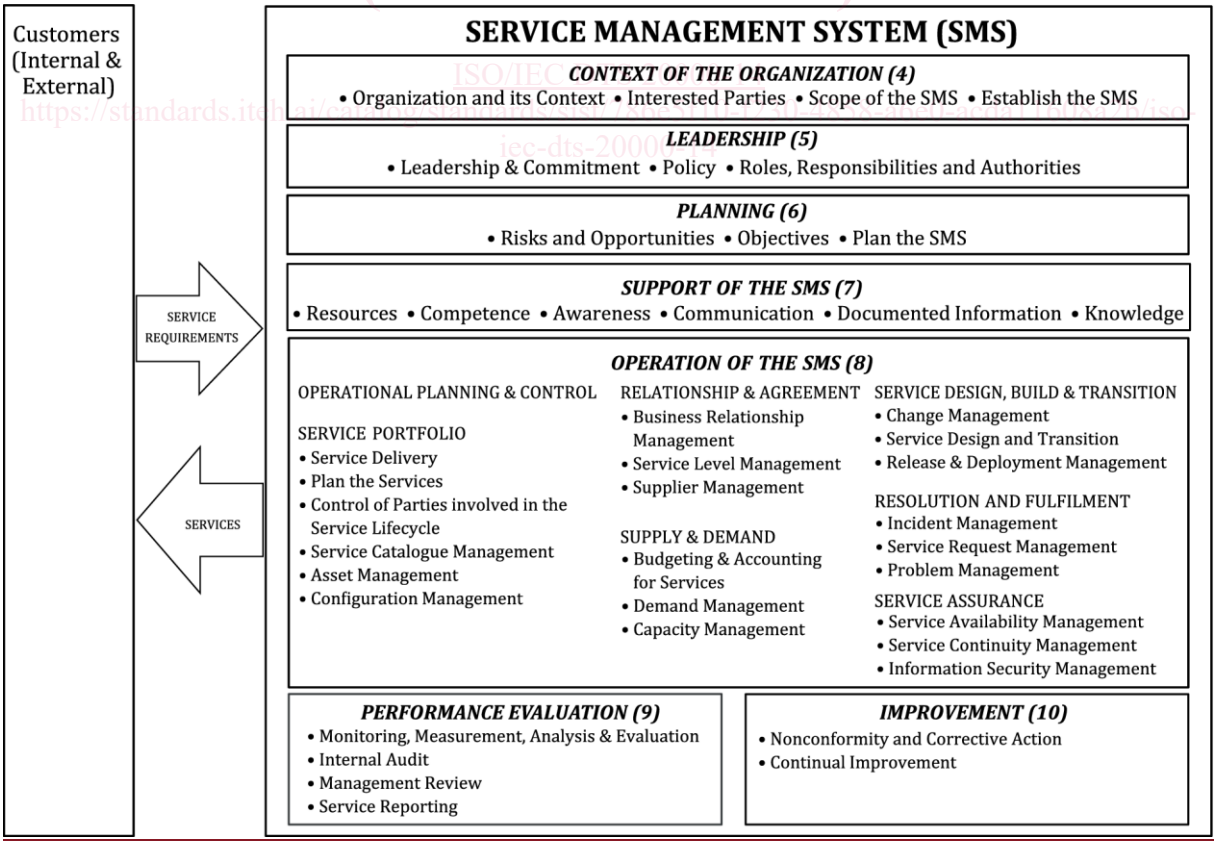

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~~Figure 1 —~~ Figure 1 — Service management system