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Information ~~Technology~~ technology — Service ~~Management~~

management — Part 16:

**Guidance on sustainability within a service management system based on ISO/IEC 20000-1**

Technologies de l'information — Gestion des services — **Partie 16: Directives relatives à la durabilité dans les systèmes de management des services**

~~Partie 16: Directives relatives à la durabilité dans les systèmes de management des services~~

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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 documents 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) or [www.iec.ch/members\\_experts/refdocs](http://www.iec.ch/members_experts/refdocs)).

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, Information Technology, SC 40, IT Service Management and IT Governance.

A list of all parts in the ISO/IEC 20000 series can be found on the ISO website and 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](http://www.iso.org/members.html) and [www.iec.ch/national-committees](http://www.iec.ch/national-committees).

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Introduction

Climate change and the decline of biodiversity in the last few decades have highlighted the effect of human actions on the planet and life. Recognizing this impact, the United Nations (UN) has called for a global partnership for sustainable development to improve human life and protect the environment. The UN 2030 Agenda for Sustainable Development, which is adopted by all member states, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. This agenda includes 17 Sustainable Development Goals (SDGs). Sustainable development is defined as the development that meets the needs of the present without compromising the ability of future generations to meet their own needs. Sustainability has three interdependent dimensions, which are:

- environmental;
- social; and
- economic.

Many national and international standards, guidelines, and documents have been published on how to better address environmental, social and economic world issues. In response to the ISO initiative (the London Declaration, <https://www.iso.org/ClimateAction/LondonDeclaration.html>), ISO/IEC 20000-1 is an example where sustainability can be built into the existing structure. Information technology (IT) has a critical role to play in the operations of services within any organization and has great potential to drive sustainable development.

This document provides guidance for sustainability within a service management system (SMS). Sustainability actions can span across diverse areas, including eco-responsibility, eco-labelling of products and services, moving to net zero greenhouse gas (GHG) emissions (i.e., negating the amount of greenhouse gases produced by human activity), social responsibility, circular economy, long-term viability and organization culture change to deal with the present and prepare for the future. As sustainability is applied to an SMS, this guidance will focus on the three sustainability dimensions and not the specific actions to support sustainable operations (e.g. eco-responsibility, GHG). An SMS aligned to the sustainability strategy of the organization extends the focus from service resilience to sustainable service delivery and operations.

Organizations, through strategic planning and top management commitment, can directly minimize the environmental, social, and economic impact of service delivery. This strategy is reflected in the service management objectives, service management plan and ongoing activities/operations needed for service delivery.

An SMS focused on sustainability will provide opportunities for ongoing visibility, control of services and continual improvement, leading to greater effectiveness, efficiency and reduction of the impact on global resources. These benefits can arise from optimized IT asset utilization, responsible procurement, sustainable supplier management, improving data centre facilities, and operations management in terms of electricity, water, HVAC (Heating, Ventilation, Air Conditioning), hardware components, etc.

ISO/IEC 20000-1 has been written generically, which means, that the type, size, or nature of the services delivered makes no difference when applying the requirements. This document, following the structure of ISO/IEC 20000-1, focuses on what/which areas to consider for improving sustainability within an SMS. It does not state any performance criteria across the dimensions of sustainability. The complexity of an SMS focused on sustainability will depend solely on the context of the organization, the scope of operation, compliance obligations, and the nature of the organizational activities, products, and services.

Figure-1 illustrates an SMS showing the clause content of ISO/IEC 20000-1. Numbers in parentheses in Figure 1 indicate ISO/IEC 20000-1 clause numbers.

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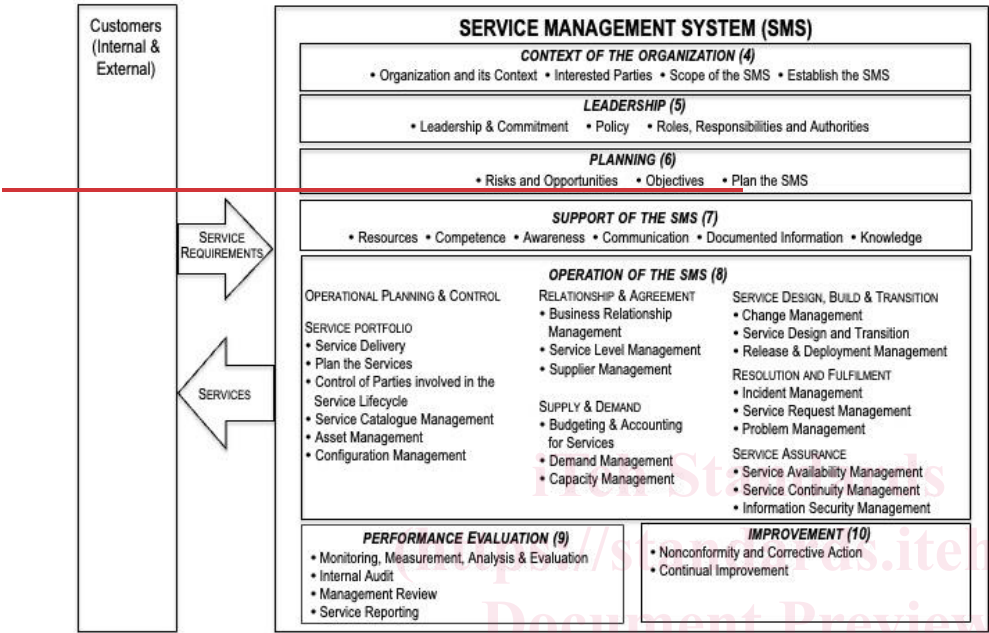
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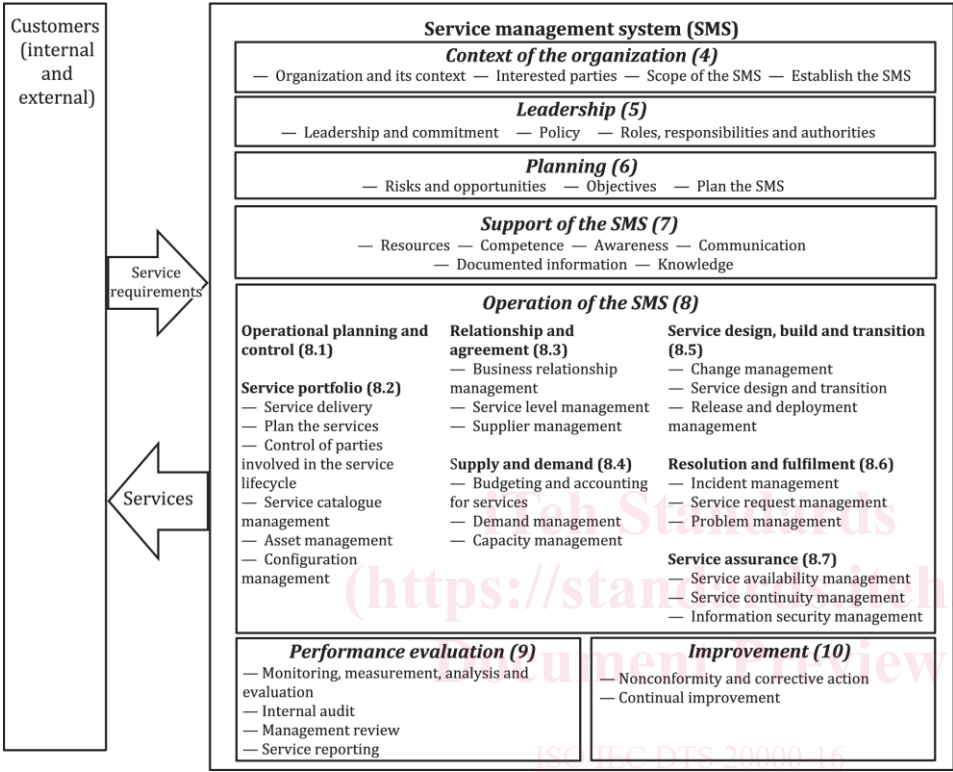
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**Figure 1 — Figure 1 — Service management system (SMS)**

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