

ISO/IEC 20000-1:2011-04 (E)

Information technology - Service management - Part 1: Service management system requirements

Contents	Page
Foreword	v
Introduction	vii
1 Scope	1
1.1 General	1
1.2 Application	2
2 Normative references	2
3 Terms and definitions	3
4 Service management system general requirements	7
4.1 Management responsibility	7
4.1.1 Management commitment	7
4.1.2 Service management policy	8
4.1.3 Authority, responsibility and communication	8
4.1.4 Management representative	8
4.2 Governance of processes operated by other parties	8
4.3 Documentation management	9
4.3.1 Establish and maintain documents	9
4.3.2 Control of documents	9
4.3.3 Control of records	10
4.4 Resource management	10
4.4.1 Provision of resources	10
4.4.2 Human resources	10
4.5 Establish and improve the SMS	10
4.5.1 Define scope	10
4.5.2 Plan the SMS (Plan)	11
4.5.3 Implement and operate the SMS (Do)	11
4.5.4 Monitor and review the SMS (Check)	11
4.5.5 Maintain and improve the SMS (Act)	13
5 Design and transition of new or changed services	13
5.1 General	13
5.2 Plan new or changed services	14
5.3 Design and development of new or changed services	14
5.4 Transition of new or changed services	15
6 Service delivery processes	15
6.1 Service level management	15
6.2 Service reporting	16
6.3 Service continuity and availability management	16
6.3.1 Service continuity and availability requirements	16
6.3.2 Service continuity and availability plans	16
6.3.3 Service continuity and availability monitoring and testing	17
6.4 Budgeting and accounting for services	17
6.5 Capacity management	18
6.6 Information security management	18
6.6.1 Information security policy	18
6.6.2 Information security controls	19

6.6.3	Information security changes and incidents	19
7	Relationship processes	19
7.1	Business relationship management	19
7.2	Supplier management	20
8	Resolution processes	21
8.1	Incident and service request management	21
8.2	Problem management	22
9	Control processes	22
9.1	Configuration management	22
9.2	Change management	23
9.3	Release and deployment management	24
Bibliography	26	
Figures	Figure 1 -- PDCA methodology applied to service management	viii
Figure 2 -- Service management system	2	
Figure 3 -- Example of supply chain relationships	20	