

ISO/IEC 20000-3:2012-08 (E)

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

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
5.2	Governance of processes operated by other parties	3
5.3	The extent of technology used to deliver services	4
6	General principles for the scope of an SMS	4
6.1	Introduction	4
6.2	The scope of the SMS	5
6.3	Agreements between customers and the service provider	5
6.4	Scope definition parameters	6
6.5	Validity of scope definition	6
6.6	Changing the scope	7
6.7	Supply chains and SMS scope	7
6.8	Integrating or aligning with other management systems	8
Annex A (informative) Main points on scope of the SMS, applicability and conformity to Annex B (informative) Scenario based scope definitions		11
Annex C (informative) Types of conformity assessments		25
Bibliography		26
Figures Figure B.1 -- Scenarios 1 and 2: Relationship with suppliers		12
Figure B.2 -- Scenario 3: Relationship with lead suppliers and sub-contracted suppliers		12
Figure B.3 -- Scenario 4: Scope definition		13
Figure B.4 -- Scenario 5: Scope definition		14
Figure B.5 -- Scenario 6: Scope definition		15
Figure B.6 -- Scenario 7: Scope definition		17
Figure B.7 -- Scenario 8: Scope definition		18
Figure B.8 -- Scenario 8: Redrawn to show Supplier 4, part of Organization V		19
Figure B.9 -- Scenario 9: Scope definition 9		20
Figure B.10 -- Scenario 10: Scope definition		21
Figure B.11 -- Scenario 11: Scope definition		22