

# ISO/IEC 20000-10:2018 (E)

## Information technology — Service management — Part 10: Concepts and vocabulary

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### Contents

	Foreword
	Introduction
1	Scope
2	Normative references
3	Terms and definitions
3.1	Terms specific to management system standards
3.2	Terms specific to service management used in the ISO/IEC 20000 series
3.3	Terms specific to service management used in the ISO/IEC 20000 series but not used in ISO/IEC 20000-1
4	Terminology used in ISO/IEC 20000 (all parts)
5	Service management systems (SMS)
5.1	General
5.2	What is an SMS?
5.3	The integrated approach
5.4	Continual improvement
5.5	Benefits of an SMS based on ISO/IEC 20000-1
5.5.1	General benefits of an SMS
5.5.2	Benefits from independent assessment of an SMS against ISO/IEC 20000-1
5.5.3	Benefits related to different service management scenarios
5.6	Misperceptions about an SMS and ISO/IEC 20000-1
6	Overview of the parts of ISO/IEC 20000
6.1	General
6.2	ISO/IEC 20000-1:2018, Service management system requirements
6.2.1	Scope
6.2.2	Purpose
6.3	ISO/IEC 20000-2, Guidance on application of service management systems
6.3.1	Scope
6.3.2	Purpose
6.3.3	Relationship with ISO/IEC 20000-1
6.4	ISO/IEC 20000-3, Guidance on scope definition and applicability of ISO/IEC 20000-1
6.4.1	Scope
6.4.2	Purpose
6.4.3	Relationship with ISO/IEC 20000-1
6.5	ISO/IEC TR 20000-5:2013, Exemplar implementation plan for ISO/IEC 20000-1
6.5.1	Scope
6.5.2	Purpose
6.5.3	Relationship with ISO/IEC 20000-1
6.6	ISO/IEC 20000-6:2017, Requirements for bodies providing audit and certification of service management systems
6.6.1	Scope
6.6.2	Purpose
6.6.3	Relationship with ISO/IEC 20000-1
6.7	ISO/IEC TR 20000-11:2015, Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: ITIL®1 1 ITIL is a [registered] trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.
6.7.1	Scope

- 6.7.2 Purpose
- 6.7.3 Relationship with ISO/IEC 20000-1
- 6.8 ISO/IEC TR 20000-12:2016, Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: CMMI-SVC®2 2 CMMI-SVC is a registered trademark of the CMMI Institute.
- 6.8.1 Scope
- 6.8.2 Purpose
- 6.8.3 Relationship with ISO/IEC 20000-1
- 7 Other related International Standards and Technical Reports
  - 7.1 Closely related International Standards and Technical Reports
  - 7.2 ISO/IEC 27013:2015, Information technology — Security techniques — Guideline on the integrated implementation of ISO/IEC 20000-1 and ISO/IEC 27001
    - 7.2.1 Scope
    - 7.2.2 Purpose
    - 7.2.3 Relationship with ISO/IEC 20000-1
  - 7.3 Other related International Standards
    - 7.3.1 General
    - 7.3.2 ISO 9000:2015, Quality management systems — Fundamentals and vocabulary
    - 7.3.3 ISO 9001:2015, Quality management systems — Requirements
    - 7.3.4 ISO 10007:2017, Quality management systems — Guidelines for configuration management
    - 7.3.5 ISO/IEC 19770-1:2017, Information technology — IT asset management — Part 1: IT asset management systems — Requirements
    - 7.3.6 ISO 22301:2012, Societal security — Business continuity management systems — Requirements
    - 7.3.7 ISO/IEC 27000:2018, Information technology — Security techniques — Information security management systems — Overview and vocabulary
    - 7.3.8 ISO/IEC 27001:2013, Information technology — Security techniques — Information security management systems — Requirements
    - 7.3.9 ISO/IEC 27031:2011, Information technology — Security techniques — Guidelines for information and communication technology readiness for business continuity
    - 7.3.10 ISO/IEC 30105-1:2016, Information technology — IT Enabled Service — Business Process Outsourcing (ITES-BPO) lifecycle processes
    - 7.3.11 ISO 31000:2018, Risk management — Principles and guidelines
    - 7.3.12 ISO/IEC 38500:2015, Information technology — Governance of IT for the Organization