ISO/IEC TS 20000-11:2021 (E)

Information technology — Service management — Part 11: Guidance on the relationship between ISO/IEC 20000-1 and service management frameworks: ITIL®

Contents

Foreword

Introduction

1 Scope

2 Normative references

3 Terms and definitions

4 ISO/IEC 20000–1 and ITIL 4

- 4.1 Introduction to ISO/IEC 20000–1
- 4.2 Introduction to ITIL 4
- 4.2.1 General
- 4.2.2 The four dimensions model
- 4.2.3 The ITIL service value system
- 4.2.4 Governance
- 4.2.5 Continual improvement
- 4.2.6 The ITIL guiding principles
- 4.2.7 The ITIL service value chain
- 4.2.8 The ITIL practices
- 4.2.9 Value streams
- 4.3 Relationship between ISO/IEC 20000–1 and ITIL

5 Correlation of ITIL to ISO/IEC 20000–1

- 5.1 General
- 5.2 ITIL Foundation – ITIL 4 Edition
- 5.3 ITIL 4: Drive Stakeholder Value
- 5.4 ITIL 4: Direct, Plan and Improve
- 5.5 ITIL 4: Create, Deliver and Support
- 5.6 ITIL 4: High-velocity IT
- 5.7 ITIL 4: Digital and IT Strategy
- 5.8 ITIL Practice Guides

Annex A (informative) Correlation of ISO/IEC 20000–1:2018 to ITIL 4 Terms and definitions

Annex B (informative) Correlation of ISO/IEC 20000–1:2018 clauses to ITIL 4

Page count: 53