

ISO/IEC TS 20000-5:2022-01 (E)

Information technology - Service management - Part 5: Implementation guidance for ISO/IEC 20000-1

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Key considerations	1
4.1	Understanding ISO/IEC 20000-1	1
4.2	Appropriate use of an SMS	2
4.3	Scope of an SMS	2
4.4	An SMS as a goal-oriented system	3
4.5	Support and commitment	3
4.6	Risk-based thinking	4
4.7	Project readiness	4
4.8	Project team	5
4.9	Outsourcing some part of implementation	6
4.10	Tools	6
4.11	Very small entities	7
4.12	Integration with other management systems	7
4.13	Organizational change management	8
5	Implementation steps	8
5.1	Implementation considerations	8
5.2	Phased implementation	9
5.2.1	General	9
5.2.2	Approach 1: A subset of SMS processes in each phase	10
5.2.3	Approach 2: Evolution of the SMS at three levels	13
5.3	Initiation	19
5.3.1	Business case development	19
5.3.2	Baseline assessment/gap analysis	19
5.3.3	Set target state	20
5.4	Planning	21
5.5	Implementation	22
5.6	Evaluation	22
5.7	Future action	22
6	Implementation challenges	22
7	Post-implementation	31
7.1	Monitoring and control of the SMS and improving services	31
7.2	Preparation for the certification audit	31
7.3	Post-audit actions	31
7.4	Organizations not seeking certification	32
Bibliography		33