ISO/IEC TS 20000-14:2023-11 (E)

Information technology - Service management - Part 14: Guidance on the application of Service Integration and Management to ISO/IEC 20000-1

Contents

Page

Foreword ... **iv**

Introduction ... **v**

1 Scope ... **1**

2 Normative references ... **1**

3 Terms and definitions ... **1**

4 ISO/IEC 20000-1 and Service Integration and Management ... **3**
4.1 Introduction to ISO/IEC 20000-1 ... 3
4.2 Terminology comparison ... 5

5 Introduction to the SIAM ecosystem ... **6**
5.1 Brief overview of SIAM ... 6
5.2 SIAM model ... 7
5.2.1 General ... 7
5.2.2 The customer organization ... 8
5.2.3 Service integrator ... 8
5.2.4 Service providers ... 8
5.2.5 SIAM structural elements ... 8
5.2.6 SIAM processes ... 9
5.2.7 SIAM practices ... 9
5.3 SIAM roles and responsibilities ... 10

6 Deploying SIAM with an SMS ... **10**
6.1 Deploying SIAM ... 10
6.1.1 Overview ... 10
6.1.2 Implementing SIAM in an existing SMS ... 11
6.1.3 Establishing an SMS within an existing SIAM environment ... 11
6.1.4 Deploying SIAM concurrently with establishing an SMS ... 11
6.2 The SIAM roadmap ... 11
6.2.1 Introduction to the SIAM roadmap ... 11
6.2.2 Discovery and strategy ... 12
6.2.3 Plan and build ... 15
6.2.4 Implement ... 17
6.2.5 Run and improve ... 18

Annex A (informative) **Clauses of ISO/IEC 20000-1:2018** ... **20**

Annex B (informative) **Correlation of the ISO/IEC 20000 series with SIAM best practices** ... **22**

Bibliography ... **30**