

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