

ISO/IEC TS 20000-16:2025-02 (E)

Information technology - Service management - Part 16: Guidance on sustainability within a service management system based on ISO/IEC 20000-1

Contents		Page
Foreword		v
Introduction		vi
1	Scope	1
1.1	General	1
1.2	Application	1
2	Normative references	2
3	Terms and definitions	2
4	Context of the organization	5
4.1	Understanding the organization and its context	5
4.2	Understanding the needs and expectations of interested parties	5
4.3	Determining the scope of the service management system	6
4.4	Service management system	6
5	Leadership	6
5.1	Leadership and commitment	6
5.2	Policy	6
5.2.1	Establishing the service management policy	6
5.2.2	Communicating the service management policy	6
5.3	Organizational roles, responsibilities and authorities	7
6	Planning	7
6.1	Actions to address risks and opportunities	7
6.2	Service management objectives and planning to achieve them	7
6.2.1	Establish objectives	7
6.2.2	Plan to achieve objectives	7
6.3	Plan the service management system	8
7	Support of the service management system	8
7.1	Resources	8
7.2	Competence	8
7.3	Awareness	8
7.4	Communication	8
7.5	Documented information	8
7.5.1	General	8
7.5.2	Creating and updating documented information	9
7.5.3	Control of documented information	9
7.5.4	Service management system documented information	9
7.6	Knowledge	9
8	Operation of the service management system	9
8.1	Operational planning and control	9
8.2	Service portfolio	9
8.2.1	Service delivery	9
8.2.2	Plan the services	9
8.2.3	Control of parties involved in the service lifecycle	9
8.2.4	Service catalogue management	10

8.2.5	Asset management	10
8.2.6	Configuration management	10
8.3	Relationship and agreement	10
8.3.1	General	10
8.3.2	Business relationship management	11
8.3.3	Service level management	11
8.3.4	Supplier management	11
8.4	Supply and demand	12
8.4.1	Budgeting and accounting for services	12
8.4.2	Demand management	12
8.4.3	Capacity management	12
8.5	Service design, build and transition	13
8.5.1	Change management	13
8.5.2	Service design and transition	13
8.5.3	Release and deployment management	13
8.6	Resolution and fulfilment	13
8.6.1	Incident management	13
8.6.2	Service request management	14
8.6.3	Problem management	14
8.7	Service assurance	14
8.7.1	Service availability management	14
8.7.2	Service continuity management	14
8.7.3	Information security management	14
9	Performance evaluation	15
9.1	Monitoring, measurement, analysis and evaluation	15
9.2	Internal audit	15
9.3	Management review	15
9.4	Service reporting	15
10	Improvement	15
10.1	Nonconformity and corrective action	15
10.2	Continual improvement	15
Annex A (informative) Sustainability dimensions and examples		17
Annex B (informative) Sustainability questions for potential suppliers		18
Annex C (informative) Example competencies for sustainability		19
Bibliography		20