ISO/IEC TS 20000-18:2026-10 (E)

Information technology - Service management - Part 18: Guidance on the use of experience management in a service management system

Contents

Page

Foreword v

Introduction vi

1 Scope 1

2 Normative references 1

3 Terms and definitions 1

4 Overview of ISO/IEC 20000-1 and ISO/IEC 20000-10 3

5 Introduction to experience management (XM) 5
5.1 General 5
5.2 Experience level agreements 6
5.2.1 General 6
5.2.2 Aspects of an XLA 6
5.3 XM measurement types 7
5.4 XM framework 7
5.5 Values 8
5.5.1 General 8
5.5.2 Collaboration 8
5.5.3 Experience 9
5.5.4 Business impact 9
5.6 Elements 10
5.6.1 General 10
5.6.2 Strategy 10
5.6.3 Roadmap 10
5.6.4 Operational management 11
5.7 Success factors 11
5.8 Managing XM during delivery and operation 12

6 Experience management in an SMS based on ISO/IEC 20000-1 12
6.1 General 12
6.2 Challenges 12
6.3 Overcoming challenges 13
6.4 Context of the organization 13
6.5 Leadership 14
6.6 Planning 14
6.6.1 Actions to address risk and opportunities 14
6.6.2 Service management objectives and planning to achieve them 14
6.6.3 Planning 15
6.7 Support of the SMS 15
6.7.1 Resources 15
6.7.2 Competence 16
6.7.3 Awareness 17
6.7.4 Communication 17
6.7.5 Documented information 17
6.7.6 Knowledge 18
6.8 Operation of the SMS 18
6.8.1 Operational planning and control 18

6.8.2 Service portfolio 18
6.8.3 Relationship and agreement 19
6.8.4 Supply and demand 22
6.8.5 Service design, build and transition 23
6.8.6 Resolution and fulfilment 24
6.8.7 Service assurance 24
6.9 Performance evaluation 25
6.9.1 Monitoring, measurement, analysis and evaluation 25
6.9.2 Internal audit 28

6.9.3 Management review 28
6.10 Improvement 28
6.10.1 Non-conformity and corrective action 28
6.10.2 Continual improvement 28

Annex A (informative) Comparison of an XLA and an SLA 29

Bibliography 31