

ISO/IEC TR 20000-5:2010-04 (E)

Information technology - Service management - Part 5: Exemplar implementation plan for ISO/IEC 20000-1

| Contents | | Page |
|--|--|-------------|
| Foreword | | iv |
| Introduction | | v |
| 1 | Scope | 1 |
| 2 | Normative references | 1 |
| 3 | Terms and definitions | 1 |
| 4 | Benefits of a phased approach | 1 |
| 5 | Approach | 2 |
| 5.1 | Overview | 2 |
| 5.2 | Key considerations | 2 |
| 5.4 | Scope and applicability | 3 |
| 5.5 | Changes to scope | 3 |
| 5.6 | Developing the business case | 3 |
| 5.7 | Project support and commitment | 4 |
| 5.8 | Gap analysis | 4 |
| 5.9 | Implementation governance | 5 |
| 5.10 | Project readiness | 5 |
| 5.11 | Project team | 5 |
| 6 | Overview of phases | 7 |
| 7 | Taxonomy of each phase | 8 |
| 7.1 | Objectives of each phase | 8 |
| 7.2 | Key characteristics of each phase | 9 |
| 8 | Post-implementation | 11 |
| 8.1 | Continuing governance of the SMS and improving service | 11 |
| 8.2 | Plan-Do-Check-Act | 11 |
| 8.3 | Interfaces to projects for new and changed services | 11 |
| Annex A (informative) Start up and business case development | | 12 |
| Annex B (informative) Three phases of the implementation project | | 13 |
| Annex C (informative) Developing policies | | 25 |
| Annex D (informative) Document and record management | | 28 |
| Bibliography | | 31 |
| Figures Figure 1 -- Important components within each of the three phases | | 7 |
| Tables Table 1 -- Objectives of each phase | | 8 |
| Table 2 -- Key characteristics of each phase | | 9 |
| Table A.1 -- Basis for three phases | | 12 |
| Table B.1 -- Activities in three phases | | 13 |