

ISO/IEC 20000-1:2011-04 (E)

Information technology - Service management - Part 1: Service management system requirements

| Contents | | Page |
|--------------------|--|-------------|
| Foreword | | v |
| Introduction | | vii |
| 1 | Scope | 1 |
| 1.1 | General | 1 |
| 1.2 | Application | 2 |
| 2 | Normative references | 2 |
| 3 | Terms and definitions | 3 |
| 4 | Service management system general requirements | 7 |
| 4.1 | Management responsibility | 7 |
| 4.1.1 | Management commitment | 7 |
| 4.1.2 | Service management policy | 8 |
| 4.1.3 | Authority, responsibility and communication | 8 |
| 4.1.4 | Management representative | 8 |
| 4.2 | Governance of processes operated by other parties | 8 |
| 4.3 | Documentation management | 9 |
| 4.3.1 | Establish and maintain documents | 9 |
| 4.3.2 | Control of documents | 9 |
| 4.3.3 | Control of records | 10 |
| 4.4 | Resource management | 10 |
| 4.4.1 | Provision of resources | 10 |
| 4.4.2 | Human resources | 10 |
| 4.5 | Establish and improve the SMS | 10 |
| 4.5.1 | Define scope | 10 |
| 4.5.2 | Plan the SMS (Plan) | 11 |
| 4.5.3 | Implement and operate the SMS (Do) | 11 |
| 4.5.4 | Monitor and review the SMS (Check) | 11 |
| 4.5.5 | Maintain and improve the SMS (Act) | 13 |
| 5 | Design and transition of new or changed services | 13 |
| 5.1 | General | 13 |
| 5.2 | Plan new or changed services | 14 |
| 5.3 | Design and development of new or changed services | 14 |
| 5.4 | Transition of new or changed services | 15 |
| 6 | Service delivery processes | 15 |
| 6.1 | Service level management | 15 |
| 6.2 | Service reporting | 16 |
| 6.3 | Service continuity and availability management | 16 |
| 6.3.1 | Service continuity and availability requirements | 16 |
| 6.3.2 | Service continuity and availability plans | 16 |
| 6.3.3 | Service continuity and availability monitoring and testing | 17 |
| 6.4 | Budgeting and accounting for services | 17 |
| 6.5 | Capacity management | 18 |
| 6.6 | Information security management | 18 |
| 6.6.1 | Information security policy | 18 |
| 6.6.2 | Information security controls | 19 |

| | | |
|-------|--|------|
| 6.6.3 | Information security changes and incidents | 19 |
| 7 | Relationship processes | 19 |
| 7.1 | Business relationship management | 19 |
| 7.2 | Supplier management | 20 |
| 8 | Resolution processes | 21 |
| 8.1 | Incident and service request management | 21 |
| 8.2 | Problem management | 22 |
| 9 | Control processes | 22 |
| 9.1 | Configuration management | 22 |
| 9.2 | Change management | 23 |
| 9.3 | Release and deployment management | 24 |
| | Bibliography | 26 |
| | Figures Figure 1 -- PDCA methodology applied to service management | viii |
| | Figure 2 -- Service management system | 2 |
| | Figure 3 -- Example of supply chain relationships | 20 |