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Information technology - Service management - Part 2: Guidance on the application of service management systems

Contents

Page

Foreword v

Introduction vi

1 Scope 1
1.1 General 1
1.2 Application 2

2 Normative references 2

3 Terms and definitions 2

4 Service management system general requirements 2
4.1 Management responsibility 2
4.2 Governance of processes operated by other parties 13
4.3 Documentation management 15
4.4 Resource management 17
4.5 Establish and improve the SMS 19

5 Design and transition of new or changed services 24
5.1 General 24
5.2 Plan new or changed services 25
5.3 Design and development of new or changed services 28
5.4 Transition of new or changed services 31
5.5 Documents and records 31
5.6 Authorities and responsibilities 32

6 Service delivery processes 32
6.1 Service level management 32
6.2 Service reporting 37
6.3 Service continuity and availability management 38
6.4 Budgeting and accounting for services 43
6.5 Capacity management 46
6.6 Information security management 49

7 Relationship processes 53
7.1 Business relationship management 53
7.2 Supplier management 56

8 Resolution processes 59
8.1 Incident and service request management 59
8.2 Problem management 62

9 Control processes 65
9.1 Configuration management 65
9.2 Change management 69
9.3 Release and deployment management 72

Annex A (informative) Interfaces between processes and integration of processes with SMS 77

Bibliography 84

Figures and Tables

Figure 1 -- PDCA methodology applied to service management vii

Figure 2 -- Service management system 1

Figure 3 -- Example of relationship with lead suppliers and sub-contracted suppliers 58

Table 1 -- Example matrix of incident resolution target times based on priorities 60

Table A.1 -- Interfaces and integration for design and transition of new or changed services 77

Table A.2 -- Interfaces and integration for SLM 77

Table A.3 -- Interfaces and integration for service reporting 78

Table A.4 -- Interfaces and integration for service continuity and availability management 78

Table A.5 -- Interfaces and integration for budgeting and accounting for services 79

Table A.6 -- Interfaces and integration for capacity management 79

Table A.7 -- Interfaces and integration for ISM 80

Table A.8 -- Interfaces and integration for BRM 80

Table A.9 -- Interfaces and integration for supplier management 81

Table A.10 -- Interfaces and integration for incident and service request management 81

Table A.11 -- Interfaces and integration for problem management 82

Table A.12 -- Interfaces and integration for configuration management 82

Table A.13 -- Interfaces and integration for change management 83

Table A.14 -- Interfaces and integration for release and deployment management 83