

ISO/IEC TR 20000-5:2013-11 (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	3
5.4 Scope and applicability	3
5.5 Changes to scope	3
5.6 Project support and commitment	4
5.7 Gap analysis	4
5.8 Developing the business case	5
5.9 Implementation	6
5.10 Project readiness	6
5.11 Project team	7
6 Overview of implementation phases	7
7 Taxonomy of each phase	9
7.1 Summary of activities in each phase	9
7.2 Key characteristics and activities of each phase	9
8 Post-implementation	12
8.1 Control of the SMS and improving service	12
8.2 Plan-Do-Check-Act	12
8.3 Interfaces to projects for new and changed services	13
Annex A (informative) Project initiation and business case development	14
Annex B (informative) Three phases of the implementation project	16
Annex C (informative) Developing policies	22
Annex D (informative) Documentation management	25
Annex E (informative) Templates	28
Bibliography	41