

ISO/IEC TR 20000-12:2016-10 (E)

Information technology - Service management - Part 12: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: CMMI-SVC

Contents	Page
Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	2
4.2 Introduction to CMMI-SVC	4
and definitions	15
Bibliography	31