ISO/IEC 20000-2:2019 (E)

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

Contents

Foreword

Introduction

1 Scope

1.1 General
1.2 Application
1.3 Structure

2 Normative references

3 Terms and definitions

4 Context of the organization

4.1 Understanding the organization and its context
4.1.1 Required activities
4.1.2 Explanation
4.1.3 Other information
4.2 Understanding the needs and expectations of interested parties
4.2.1 Required activities
4.2.2 Explanation
4.2.3 Other information
4.3 Determining the scope of the service management system
4.3.1 Required activities
4.3.2 Explanation
4.3.3 Other information
4.4 Service management system
4.4.1 Required activities
4.4.2 Explanation
4.4.3 Other information

5 Leadership

5.1 Leadership and commitment
5.1.1 Required activities
5.1.2 Explanation
5.1.3 Other information
5.2 Policy
5.2.1 Required activities
5.2.2 Explanation
5.2.3 Other information
5.3 Organizational roles, responsibilities, and authorities
5.3.1 Required activities
5.3.2 Explanation
5.3.3 Other information

6 Planning

6.1 Actions to address risks and opportunities
6.1.1 Required activities
6.1.2 Explanation
6.1.3 Other information
6.2 Service management objectives and planning to achieve them
6.2.1 Required activities
6.2.2 Explanation

6.2.3 Other information
6.3 Plan the service management system
6.3.1 Required activities
6.3.2 Explanation
6.3.3 Other information

7 Support of the service management system

7.1 Resources
7.1.1 Required activities
7.1.2 Explanation
7.1.3 Other information
7.2 Competence
7.2.1 Required activities
7.2.2 Explanation
7.2.3 Other information
7.3 Awareness
7.3.1 Required activities
7.3.2 Explanation
7.3.3 Other information
7.4 Communication
7.4.1 Required activities
7.4.2 Explanation
7.4.2.1 Communications plan
7.4.2.2 Communication methods
7.4.3 Other information
7.5 Documented information
7.5.1 General
7.5.1.1 Required activities
7.5.1.2 Explanation
7.5.1.3 Other information
7.5.2 Creating and updating documented information
7.5.2.1 Required activities
7.5.2.2 Explanation
7.5.2.3 Other information
7.5.3 Control of documented information
7.5.3.1 Required activities
7.5.3.2 Explanation
7.5.3.2.1 Control of records
7.5.3.3 Other information
7.5.4 Service management system documented information
7.5.4.1 Required activities
7.5.4.2 Explanation
7.5.4.3 Other information
7.6 Knowledge
7.6.1 Required activities
7.6.2 Explanation
7.6.3 Other information

8 Operation of the service management system

8.1 Operational planning and control
8.1.1 Required activities
8.1.2 Explanation
8.1.3 Other information
8.2 Service portfolio
8.2.1 Service delivery
8.2.1.1 Required activities
8.2.1.2 Explanation
8.2.1.3 Other information
8.2.2 Plan the services
8.2.2.1 Required activities
8.2.2.2 Explanation
8.2.2.3 Other information
8.2.3 Control of parties involved in the service lifecycle
8.2.3.1 Required activities

8.2.3.2 Explanation
8.2.3.3 Other information
8.2.4 Service catalogue management
8.2.4.1 Required activities
8.2.4.2 Explanation
8.2.4.3 Other information
8.2.5 Asset management
8.2.5.1 Required activities
8.2.5.2 Explanation
8.2.5.3 Other information
8.2.6 Configuration management
8.2.6.1 Required activities
8.2.6.2 Explanation
8.2.6.3 Other information
8.3 Relationship and agreement
8.3.1 General
8.3.2 Business relationship management
8.3.2.1 Required activities
8.3.2.2 Explanation
8.3.2.3 Other information
8.3.3 Service level management
8.3.3.1 Required activities
8.3.3.2 Explanation
8.3.3.3 Other information
8.3.4 Supplier management
8.3.4.1 Required activities
8.3.4.2 Explanation
8.3.4.3 Other information
8.4 Supply and demand
8.4.1 Budgeting and accounting for services
8.4.1.1 Required activities
8.4.1.2 Explanation
8.4.1.3 Other information
8.4.2 Demand management
8.4.2.1 Required activities
8.4.2.2 Explanation
8.4.2.3 Other information
8.4.3 Capacity management
8.4.3.1 Required activities
8.4.3.2 Explanation
8.4.3.3 Other information
8.5 Service design, build and transition
8.5.1 Change management
8.5.1.1 Required activities
8.5.1.2 Explanation
8.5.1.2.1 Change management policy
8.5.1.2.2 Change management initiation
8.5.1.2.3 Change management activities
8.5.1.3 Other information
8.5.2 Service design and transition
8.5.2.1 Required activities
8.5.2.2 Explanation
8.5.2.2.1 Planning
8.5.2.2.2 Design
8.5.2.2.3 Build and transition
8.5.2.3 Other information
8.5.3 Release and deployment management
8.5.3.1 Required activities
8.5.3.2 Explanation
8.5.3.3 Other information
8.6 Resolution and fulfilment
8.6.1 Incident management
8.6.1.1 Required activities
8.6.1.2 Explanation

8.6.1.3 Other information
8.6.2 Service request management
8.6.2.1 Required activities
8.6.2.2 Explanation
8.6.2.3 Other information
8.6.3 Problem management
8.6.3.1 Required activities
8.6.3.2 Explanation
8.6.3.3 Other information
8.7 Service assurance
8.7.1 Service availability management
8.7.1.1 Required activities
8.7.1.2 Explanation
8.7.1.3 Other information
8.7.2 Service continuity management
8.7.2.1 Required activities
8.7.2.2 Explanation
8.7.2.3 Other information
8.7.3 Information security management
8.7.3.1 Required activities
8.7.3.2 Explanation
8.7.3.2.1 Information security policy
8.7.3.2.2 Information security controls
8.7.3.3 Information security incidents
8.7.3.4 Other information

9 Performance evaluation

9.1 Monitoring, measurement, analysis, and evaluation
9.1.1 Required activities
9.1.2 Explanation
9.1.3 Other information
9.2 Internal audit
9.2.1 Required activities
9.2.2 Explanation
9.2.3 Other information
9.3 Management review
9.3.1 Required activities
9.3.2 Explanation
9.3.3 Other information
9.4 Service reporting
9.4.1 Required activities
9.4.2 Explanation
9.4.3 Other information

10 Improvement

10.1 Nonconformity and corrective action
10.1.1 Required activities
10.1.2 Explanation
10.1.3 Other information
10.2 Continual improvement
10.2.1 Required activities
10.2.2 Explanation
10.2.3 Other information

Annex A (informative) Mandatory documented information in ISO/IEC 20000-1:2018

A.1 Introduction

Page count: 63