ISO/IEC TR 20000-17:2024-10 (E)

Information technology - Service management - Part 17: Scenarios for the practical application of service management systems based on ISO/IEC 20000-1:2018

Contents

Page

Foreword ... **iv**

Introduction ... **v**

1 Scope ... **1**

2 Normative references ... **1**

3 Terms and definitions ... **1**

4 Overview of ISO/IEC 20000-1:2018 ... **1**

5 Scenario-based examples ... **3**

5.1 Introduction to the scenarios ... 3
5.2 What types of services can be used with ISO/IEC 20000-1? ... 4
5.3 Can an SMS be sustainable? ... 7
5.4 Can an SMS be used with different methods, frameworks and technologies? ... 8
5.5 Who can be assigned as top management? ... 11
5.6 What is the difference between the many types of requirements in ISO/IEC 20000-1? ... 11
5.7 How does risk management fit within an SMS? ... 16
5.8 What are the four types of resources in ISO/IEC 20000-1? ... 21
5.9 How are suppliers managed within an SMS? ... 23
5.10 Where is project management used within an SMS? ... 25
5.11 What is organizational change management and how does it fit within an SMS? ... 27
5.12 How do change management activities operate within an SMS? ... 29
5.13 Is it possible to be creative and innovative within an SMS? ... 31
5.14 How does continuous learning and feedback relate to an SMS? ... 33
5.15 How does remote working impact the SMS? ... 34
5.16 Can an SMS be used together with other management system standards? ... 39

Annex A (informative) **ISO/IEC 20000-1 clauses** ... **41**

Bibliography ... **44**