

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