

ISO/IEC TS 20000-18:2026-10 (E)

Information technology - Service management - Part 18: Guidance on the use of experience management in a service management system

Contents	Page
Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Overview of ISO/IEC 20000-1 and ISO/IEC 20000-10	3
5 Introduction to experience management (XM)	5
5.1 General	5
5.2 Experience level agreements	6
5.2.1 General	6
5.2.2 Aspects of an XLA	6
5.3 XM measurement types	7
5.4 XM framework	7
5.5 Values	8
5.5.1 General	8
5.5.2 Collaboration	8
5.5.3 Experience	9
5.5.4 Business impact	9
5.6 Elements	10
5.6.1 General	10
5.6.2 Strategy	10
5.6.3 Roadmap	10
5.6.4 Operational management	11
5.7 Success factors	11
5.8 Managing XM during delivery and operation	12
6 Experience management in an SMS based on ISO/IEC 20000-1	12
6.1 General	12
6.2 Challenges	12
6.3 Overcoming challenges	13
6.4 Context of the organization	13
6.5 Leadership	14
6.6 Planning	14
6.6.1 Actions to address risk and opportunities	14
6.6.2 Service management objectives and planning to achieve them	14
6.6.3 Planning	15
6.7 Support of the SMS	15
6.7.1 Resources	15
6.7.2 Competence	16
6.7.3 Awareness	17
6.7.4 Communication	17
6.7.5 Documented information	17
6.7.6 Knowledge	18
6.8 Operation of the SMS	18
6.8.1 Operational planning and control	18

6.8.2	Service portfolio	18
6.8.3	Relationship and agreement	19
6.8.4	Supply and demand	22
6.8.5	Service design, build and transition	23
6.8.6	Resolution and fulfilment	24
6.8.7	Service assurance	24
6.9	Performance evaluation	25
6.9.1	Monitoring, measurement, analysis and evaluation	25
6.9.2	Internal audit	28
6.9.3	Management review	28
6.10	Improvement	28
6.10.1	Non-conformity and corrective action	28
6.10.2	Continual improvement	28
Annex A (informative) Comparison of an XLA and an SLA		29
Bibliography		31