

# ISO/IEC 20000-1:2005-12 (E)

## Information technology - Service management - Part 1: Specification

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<b>Contents</b>		<b>Page</b>
Foreword .....		iv
Introduction .....		v
<b>1</b>	<b>Scope .....</b>	<b>1</b>
<b>2</b>	<b>Terms and definitions .....</b>	<b>2</b>
<b>3</b>	<b>Requirements for a management system .....</b>	<b>3</b>
3.1	Management responsibility .....	3
3.2	Documentation requirements .....	4
3.3	Competence, awareness and training .....	4
<b>4</b>	<b>Planning and implementing service management .....</b>	<b>4</b>
4.1	Plan service management (Plan) .....	5
4.2	Implement service management and provide the services (Do) .....	6
4.3	Monitoring, measuring and reviewing (Check) .....	6
4.4	Continual improvement (Act) .....	7
4.4.1	Policy .....	7
4.4.2	Management of improvements .....	7
4.4.3	Activities .....	7
<b>5</b>	<b>Planning and implementing new or changed services .....</b>	<b>7</b>
<b>6</b>	<b>Service delivery process .....</b>	<b>8</b>
6.1	Service level management .....	8
6.2	Service reporting .....	9
6.3	Service continuity and availability management .....	9
6.4	Budgeting and accounting for IT services .....	10
6.5	Capacity management .....	10
6.6	Information security management .....	10
<b>7</b>	<b>Relationship processes .....</b>	<b>11</b>
7.1	General .....	11
7.2	Business relationship management .....	11
7.3	Supplier management .....	12
<b>8</b>	<b>Resolution processes .....</b>	<b>13</b>
8.1	Background .....	13
8.2	Incident management .....	13
8.3	Problem management .....	13
<b>9</b>	<b>Control processes .....</b>	<b>14</b>
9.1	Configuration management .....	14
9.2	Change management .....	14
<b>10</b>	<b>Release process .....</b>	<b>15</b>
10.1	Release management process .....	15
Bibliography .....		16