



ISO/IEC 20000: 2011 IT Service Management

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## What is ISO/IEC IT service management?

ISO/IEC 20000 is the international standard for IT service management (ITSM). Certification to this standard enables an organization to independently demonstrate to its customers has reliable IT service management.

## Why implement IT service management?

Service providers need to deliver the very best for their customers, however, sometimes in the face of new technologies or unforeseen circumstances they can struggle.

The standard sets out best practice for IT service providers, including both internal departments delivering within an organization and outsourced services. Facing conflicting business conditions such as time and cost, providers often find themselves spending too much time reacting to problems rather than spending time preventing them. Good providers will be planning, training, investigating and working with customers to ensure problems do not occur in the first place.

Whilst striving to deliver high levels of service to their customers, providers are also being asked for improved quality, lower costs and faster customer responses.

An integrated framework for delivering and managing IT services to the customer can provide control, greater effectiveness and opportunities for improvement within the organization.

This standard provides such a framework.

## Who is it relevant to?

IT service management is applicable for any organization, large or small, in any sector or part of the world which relies on IT services. The standard is particularly suitable for internal IT service providers, such as IT departments and external IT service providers, such as IT outsourcing organizations. The standard is making a positive impact in some of the leading IT-dependent sectors such as the business process outsourcing, telecommunications, finance and public sectors.

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### Related standards

- ISO 9001 – quality management
- ISO 27001 – information security management

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STEP <b>5</b>	Gap analysis (Pre-certification audits)
STEP <b>6</b>	Your assessment team is appointed
STEP <b>7</b>	Formal assessment – stage 1
STEP <b>8</b>	Formal assessment – stage 2
STEP <b>9</b>	Certificate awarded
STEP <b>10</b>	Certification and beyond

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## Policy and planning

### The standard

ISO/IEC 20000 provides requirements and guidance on how the management of IT services should be carried out. It is based upon the Plan, Do, Check, Act (PDCA) principles and is also structured in a similar way to other management system standards such as ISO 27001 for information security.

### ISO/IEC 20000 is published in two parts:

#### Part One: ISO/IEC 20000-1 Information technology service management.

Specification for service management covers the IT service management system (ITSMS). It is this part which organizations can be audited against and it sets out minimum requirements that must be achieved in order to gain certification.

#### Part Two: ISO/IEC 20000-2 Information technology service management.

Code of practice for service management describes the best practices for service management processes within the scope of the specification.

ISO/IEC 20000 is fully compatible with the ITIL (IT Infrastructure Library) framework of best practice guidance for ITSM processes. The key difference is that ITIL is not measurable and can be implemented in many different ways whereas with ISO/IEC 20000, organizations can be audited and certified against a set of requirements.

## Implementation and operation

There are key steps that every company implementing an IT service management system will need to consider:

### Assemble a team and agree your strategy

You should begin the entire implementation process by preparing your organizational strategy with senior management. To ensure commitment an owner at senior level should be identified for the ITSMS. It is therefore vital that senior management is involved from the beginning of the process.

### Develop an IT Service Management Policy

An IT service management policy is a high level document that outlines how an organization addresses IT service management as a whole and also reviews some of the pervasive and underpinning procedures that are necessary to support integrated service management. The scope of your IT service management system should also be outlined at this stage (i.e. the boundary of the service management activities).

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## Develop support documentation

This typically comprises policies and plans that support each of the key service management processes. Quite simply, it outlines roles, responsibilities and key activities involved in managing the IT Service Management components.

## Implement your IT Service Management System

The key to implementation is communication and training. During the implementation phase everyone operates to the processes and procedures and collects records that demonstrate you are doing what you say you are doing.

## Management review

Top management will need to meet periodically to review the processes that are in place. This will include a review of your performance against the IT policies and objectives. The review will also consider the changing business environment and the future management programme.

## The features of ISO/IEC 20000

The standard is divided into the following sections which collectively defines the requirements for an organisation to deliver managed IT services of an acceptable quality to its customers:

- Scope
- Normative references
- Terms and conditions
- Service management system general requirements
- Design and transition of new or changed services
- Service delivery processes
- Relationship processes
- Resolution Processes
- Control Processes

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