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Information technology — Service management

Part 11: Guidance on the relationship between ISO/IEC 20000-1 and service management frameworks: ITIL®

bsi.

National foreword

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives or www.iec.ch/members_experts/refdocs).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents) or the IEC list of patent declarations received (see patents.iec.ch).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html. In the IEC, see www.iec.ch/understanding-standards.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 40, *IT Service Management and IT Governance.*

This second edition cancels and replaces the first edition (ISO/IEC TR 20000-11:2015), which has been technically revised.

The main changes compared to the previous edition are as follows:

— Updates based on the release of ISO/IEC 20000-1:2018;

— Updates based on the release of ITIL 4.

A list of all parts in the ISO/IEC 20000 series can be found on the ISO and IEC websites.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

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Introduction

This document can assist readers in relating the requirements specified in ISO/IEC 20000–1 to guidance in one of the most commonly used service management frameworks, ITIL[1)]. Organizations can refer to this guidance as a cross-reference to help them plan and implement a service management system (SMS).

ISO/IEC 20000–1 specifies requirements for a service management system. ISO/IEC 20000–1 can be used in different ways, including:

a) as a source of requirements for organizations on the planning, design, transition, delivery and improvement of services and service management capabilities;

b) to establish a consistent approach for an organization and all other parties involved in the service lifecycle;

c) as a basis to assess, measure and report an organization's service provision and service management capabilities;

d) as a set of criteria for audit and assessment of an organization's SMS, including service management processes.

ISO/IEC 20000–1 specifies an integrated process approach where the organization establishes, implements, maintains and continually improves a service management system (SMS). The services can be delivered to internal or external customers or a combination of both. Other parts of the ISO/IEC 20000 series provide supporting guidance.

ITIL is introduced in the *ITIL® Foundation – ITIL 4 Edition* publication as:

"ITIL has led the ITSM industry with guidance, training and certification (qualifications) *programmes for more than 30 years. ITIL 4 brings ITIL up to date by reshaping most of the established ITSM* (IT service management) *practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile and DevOps."*

"ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to use a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services."

AXELOS has agreed on the development of this document. ITIL, including the ITIL manuals, is owned by AXELOS.

Organizations can implement and improve their SMS using the requirements specified in ISO/IEC 20000–1, the guidance in the other parts of the ISO/IEC 20000 series and ITIL. Both the ISO/IEC 20000 series and ITIL provide guidance to plan, design, transition, deliver and improve services that create value to the business and its customers. An organization can adopt ITIL guidance to support the management of their services in alignment with the requirements specified in ISO/IEC 20000–1. Other guidance can also be used to support ISO/IEC 20000–1.

1) ITIL® is a registered trade mark and product owned by AXELOS Limited. This information is given for the convenience of users of this document and does not constitute an endorsement by ISO or IEC of the product named. Equivalent products may be used if they can be shown to lead to the same results.

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Information technology — Service management —

Part 11: Guidance on the relationship between ISO/IEC 20000-1 and service management frameworks: ITIL®

1 Scope

This document provides guidance on the relationship between ISO/IEC 20000–1 and a commonly used service management framework, ITIL 4. It can be used by any organization or person wishing to understand how ITIL can be used with ISO/IEC 20000–1, including:

a) an organization that has claimed or demonstrated or intends to claim or demonstrate conformity to the requirements specified in ISO/IEC 20000–1 and is seeking guidance on the use of ITIL to establish and improve an SMS and the services;

b) an organization that already uses ITIL and is seeking guidance on how ITIL can be used to support efforts to demonstrate conformity to the requirements specified in ISO/IEC 20000–1;

c) an assessor or auditor who wishes to understand the use of ITIL as a support in achieving the requirements specified in ISO/IEC 20000–1.

Clause 4 describes how ITIL can support the demonstration of conformity to ISO/IEC 20000–1. Clause 5 correlates the ITIL documents to requirements in ISO/IEC 20000–1. The tables in Annex A correlate terms and clauses in ISO/IEC 20000–1 to ITIL and vice versa; the tables in Annex B correlate clauses in ISO/IEC 20000-1 to the ITIL 4 publications and vice versa.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 20000-1:2018, *Information technology — Service management — Part 1: Service management system requirements*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 20000-1 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/

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