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Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1

Technologies de l'information — Gestion des services —

Partie 3: Recommandations pour la détermination du périmètre et l'applicabilité de l'ISO/IEC 20000-1

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Contents

Page

Foreword ... **iv**
Introduction ... **v**
1 Scope ... **1**
2 Normative references ... **1**
3 Terms and definitions ... **1**
4 Fulfilling the requirements specified in ISO/IEC 20000-1 ... **1**
4.1 Structure of the SMS ... 1
4.2 Demonstrating conformity ... 2
4.3 Authorities and responsibilities across the service supply chain ... 3
5 Applicability of ISO/IEC 20000-1 ... **3**
5.1 Principles of applicability ... 3
5.1.1 Applicability ... 3
5.1.2 Organization ... 3
5.1.3 Commercial status ... 4
5.1.4 Scope ... 4
5.1.5 Requirements ... 4
5.1.6 Authorities and responsibilities ... 4
5.2 Parties involved in an SMS ... 4
5.2.1 Types of suppliers ... 4
5.2.2 Improvements to the SMS and services ... 5
5.2.3 Evaluation and selection of other parties ... 5
5.3 Control of other parties ... 5
5.3.1 Processes, services and service components provided or operated by other parties ... 5
5.3.2 Accountability ... 6
5.3.3 Integration, interfaces and co-ordination ... 6
5.3.4 Definition of controls for measuring and evaluating other parties ... 7
5.3.5 Management of the service supply chain ... 7
6 General principles for the scope of an SMS ... **7**
6.1 Introduction ... 7
6.2 The scope of the SMS ... 8
6.2.1 Defining the scope ... 8
6.2.2 Scope definition and assessment ... 8
6.2.3 Limits to the scope ... 8
6.2.4 Commercial considerations ... 9
6.3 Agreements between customers and the organization ... 9
6.4 Scope definition parameters ... 9
6.4.1 Parameters to define the scope of the SMS ... 9
6.4.2 Other parameters ... 10
6.5 Validity of scope definition ... 10
6.6 Changing the scope ... 11
6.7 Service supply chains and SMS scope ... 11
6.7.1 Reliance on other parties ... 11
6.7.2 Demonstrating conformity across the service supply chain ... 11
6.8 Integrating with other management systems ... 12
Annex A (informative) **Scenario based scope definitions** ... **13**
Bibliography ... **28**

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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).

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 http://patents.iec.ch).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

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.

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 20000-3:2012), which has been technically revised.

The main changes from the previous edition are as follows:

a) this document has been aligned with the third edition of ISO/IEC 20000-1;

b) example scenarios in Annex A have been updated to reflect contemporary service management environments, including complex service supply chains.

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

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.

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Introduction

This document provides guidance on scope definition and applicability of ISO/IEC 20000-1. This document does not add any requirements to those stated in ISO/IEC 20000-1.

Organizations, of any size, type, or area of operations, can provide a range of services to different types of customers, internal and external, and rely on complex service supply chains.

NOTE The term "service supply chain", as used in this document, refers to the way services are coordinated across internal and external suppliers. It is not intended to limit the applicability of this document to any specific sector or industry.

The operation of a service management system (SMS) may involve many parties across legal jurisdictions, national boundaries and time zones. The SMS should include the appropriate controls to facilitate the coordination of all parties participating in the service lifecycle.

This document takes the form of examples, guidance and recommendations. It should not be quoted as if it were a specification of requirements.

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Information technology — Service management —

Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1

1 Scope

This document includes guidance on the scope definition and applicability to the requirements specified in ISO/IEC 20000-1.

This document can assist in establishing whether ISO/IEC 20000-1 is applicable to an organization's circumstances. It illustrates how the scope of an SMS can be defined, irrespective of whether the organization has experience of defining the scope of other management systems.

The guidance in this document can assist an organization in planning and preparing for a conformity assessment against ISO/IEC 20000-1.

Annex A contains examples of possible scope statements for an SMS. The examples given use a series of scenarios for organizations ranging from very simple to complex service supply chains.

This document can be used by personnel responsible for planning the implementation of an SMS, as well as assessors and consultants. It supplements the guidance on the application of an SMS given in ISO/IEC 20000-2.

Requirements for bodies providing audit and certification of an SMS can be found in ISO/IEC 20000-6 which recommends the use of this document.

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 20000-10, *Information technology — Service management — Part 10: Concepts and vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 20000-10 apply.

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

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

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

4 Fulfilling the requirements specified in ISO/IEC 20000-1

4.1 Structure of the SMS

Figure 1 illustrates an SMS showing the clause content of ISO/IEC 20000-1. It does not represent a structural hierarchy, sequence, or authority levels. It shows that the requirements in

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