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Information technology — Service management —

Part 10:
Overview and key concepts

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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 ISO documents 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 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).

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 ISO/IEC JTC 1 Information technology, SC 40, IT Service Management and IT Governance.

This third edition cancels and replaces the second edition (ISO/IEC 20000-10:2018), which has been technically revised.

The main changes are as follows:

— Includes all the terms and definitions of the ISO/IEC 20000 series;

— Includes new terms specific to service management used in the ISO/IEC 20000 series but not used in ISO/IEC 20000-1 related to the SIAM book of knowledge;

— Overview of the parts includes two new parts: ISO/IEC 20000-14 *Guidance on the application of Service Integration and Management to ISO/IEC 20000-1* and ISO/IEC 20000-15 *Guidance on the application of Agile and DevOps principles in service management system*;

— Figures 1 and 2 have been updated with currently published ISO/IEC 20000 parts;

— An update and inclusion of misperceptions about ISO/IEC 20000-1;

— Clause 7 (related standards) updates the information previous included as well as adding four additional references: ISO/IEC 33054:2020 *Information technology — Process assessment — Process reference model for service management*; ISO/IEC 33074:2020 *Information technology — Process assessment — Process capability assessment model for service management*; ISO Guide 82:2019 *Guidelines for addressing sustainability in standards* and Guide 84:2020 *Guidelines for addressing climate change in standards*.

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 an overview of the key concepts of a service management system (SMS). It establishes a common framework for helping organizations to understand the purpose of all the parts of ISO/IEC 20000 and the relationships between the parts. This document is the authoritative source for definitions used in all the parts of ISO/IEC 20000.

This document also identifies other documents that have relationships with ISO/IEC 20000-1 and identifies common areas with related International Standards to aid the use and integration of multiple International Standards in organizations.

This document can be used by any organization or individual involved in the planning, design, transition, delivery and improvement of services using ISO/IEC 20000-1. It can also be used for those involved in the assessment or audit of an SMS, providing details of all parts of ISO/IEC 20000 and how they can be used.

More specifically, this document defines the terms used in all parts of ISO/IEC 20000 and:

a) promotes cohesion between the parts of ISO/IEC 20000 series by explaining the concepts and vocabulary used across all parts;

b) contributes to the understanding of ISO/IEC 20000 series by explaining the purpose and clarifying the relationships between all the parts;

c) clarifies the possible interfaces and integration between the organization's SMS and other management systems;

d) provides an overview of other International Standards which can be used in combination with all parts of ISO/IEC 20000 series;

e) identifies common areas between ISO/IEC 20000-1 and other International Standards.

The terms and definitions in this document are applicable to ISO/IEC 20000-1:2018 and other parts of ISO/IEC 20000. Where this document refers to dated and undated standards, the ISO/IEC Directives, Part 2 apply. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies. Where it is necessary to clarify that a specific edition applies, the edition is cited.

The terms and definitions in 3.1 and 3.2 of this document are also included in ISO/IEC 20000-1:2018. The terms and definitions in 3.3 of this document do not relate to ISO/IEC 20000-1 but are used in other parts of the ISO/IEC 20000 series.

Figure 1 represents an overview of the relationships between the parts of ISO/IEC 20000 as well as relevant frameworks and other external influences.

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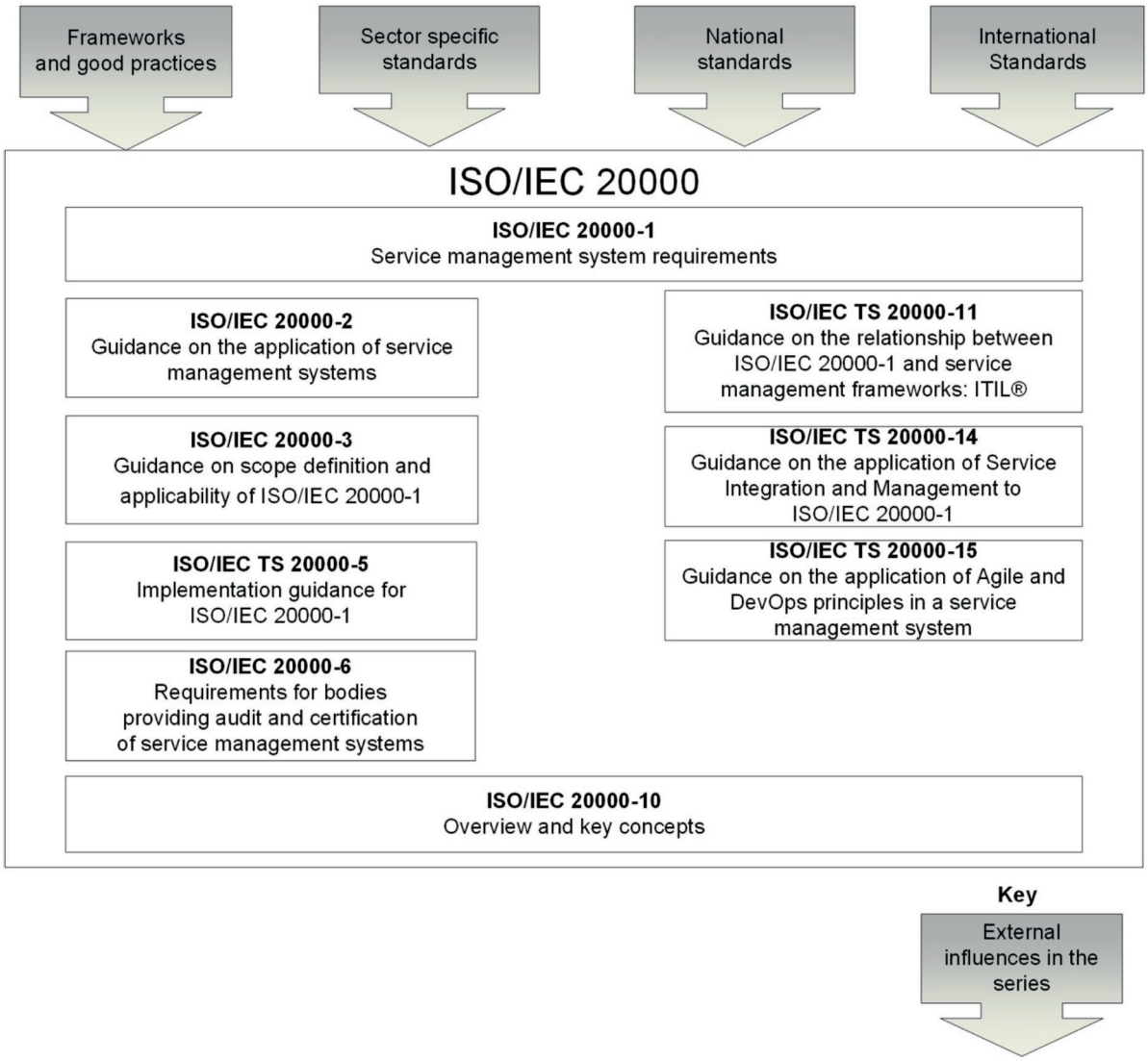


Figure 1 — Overview of parts of ISO/IEC 20000 series addressed in ISO/IEC 20000-10

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Information technology — Service management —

Part 10:
Overview and key concepts

1 Scope

This document describes the key concepts of all parts of the ISO/IEC 20000 series, identifying how the different parts support ISO/IEC 20000-1:2018 as well as the relationships between ISO/IEC 20000-1 and other International Standards and documents. This document also includes the terminology used in all parts of the ISO/IEC 20000 series, so that organizations and individuals can interpret the concepts correctly.

This document can be used by:

a) organizations seeking to understand the terms and definitions to support the use of all parts of the ISO/IEC 20000 series;

b) organizations looking for guidance on how to use the different parts of the ISO/IEC 20000 series to achieve their goal;

c) organizations that wish to understand how the ISO/IEC 20000 series can be used in combination with other International Standards;

d) practitioners, auditors, and other parties who wish to gain an understanding of all parts of the ISO/IEC 20000 series.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

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

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

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

3.1 Terms specific to management system standards

3.1.1
audit
systematic, independent and documented *process* (3.1.18) for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

Note 1 to entry: An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).

Note 2 to entry: An internal audit is conducted by the *organization* (3.1.14) itself, or by an external party on its behalf.

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