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Second edition
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Information technology — Service management —

Part 10: Concepts and terminology

Technologies de l'information — Gestion des services —

Partie 10: Concepts et terminologie

Reference number
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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. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

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).

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For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information

The committee responsible for this document is 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 20000-10:2013), which has been technically revised.

ISO/IEC 20000 consists of the following parts, under the general title Information technology — Service management:

— *Part 1: Service management system requirements*

— *Part 2: Guidance on the application of service management systems*

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

— *Part 4: Process reference model* [Technical Report]

— *Part 5: Exemplar implementation plan for ISO/IEC 20000-1* [Technical Report]

— *Part 9: Guidance on the application of ISO/IEC 20000-1 to cloud services* [Technical Report]

— *Part 10: Concepts and terminology* [Technical Report]

— *Part 11: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: ITIL®*[1)] [Technical Report]

The following parts are under preparation

— *Part 6: Requirements for bodies providing audit and certification of service management systems*

— *Part 8: Guidance on usage and benefits of the application of service management systems for smaller organizations* [Technical Report]

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— *Part 12: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: CMMI-SVC®*[2)] [Technical Report]

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Introduction

This part of ISO/IEC 20000 provides an overview of the concepts and the terminology of ISO/IEC 20000. 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 part of ISO/IEC 20000 is intended to become the authoritative source for definitions used in all the parts of ISO/IEC 20000. Terms defined in this part of ISO/IEC 20000 will be removed from other published parts of ISO/IEC 20000 as they are updated.

This part of ISO/IEC 20000 also identifies other documents that have relationships with ISO/IEC 20000-1:2011 and identifies common areas with related International Standards to aid the use and integration of multiple International Standards in organizations.

This part of ISO/IEC 20000 can be used by any organization or individual involved in the planning, design, transition, delivery and improvement of services using ISO/IEC 20000-1:2011. It can also be used for those involved in the assessment or audit of service management systems (SMS), providing details of all parts of ISO/IEC 20000 and how they can be used. More specifically, this part of ISO/IEC 20000

a) defines the terms used in ISO/IEC 20000,

b) promotes cohesion between the parts of ISO/IEC 20000 by explaining the concepts and terminology used across all parts,

c) contributes to the understanding of ISO/IEC 20000 by clarifying the relationships between all the parts,

d) clarifies the possible interfaces and integration between the service provider's SMS and other management systems,

e) provides an overview of other International Standards which can be used in combination with ISO/IEC 20000, and

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

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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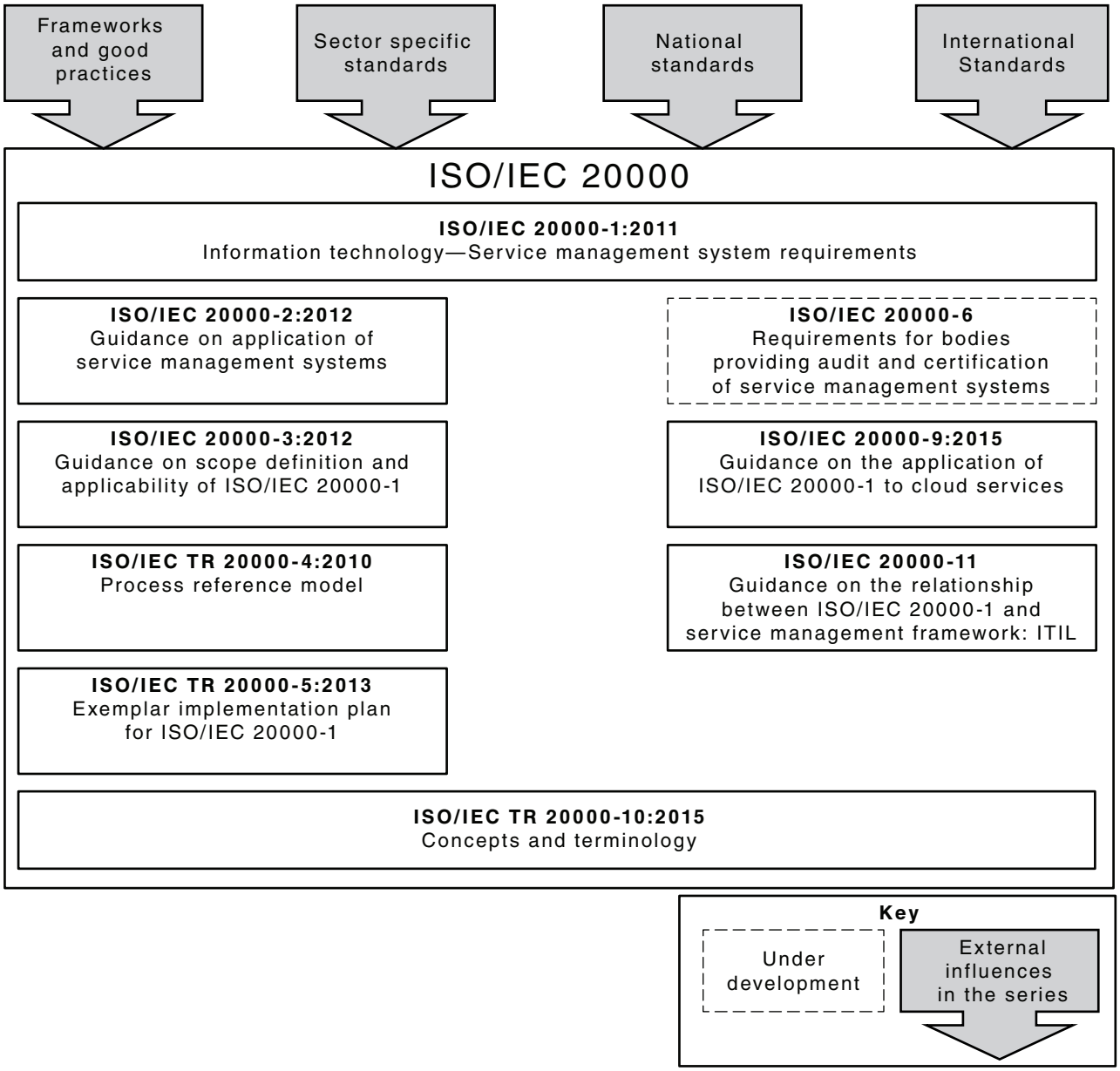


Figure 1 — Overview of parts of ISO/IEC 20000 addressed in ISO/IEC/TR 20000-10

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Information technology — Service management —

Part 10: Concepts and terminology

1 Scope

This part of ISO/IEC 20000 describes the core concepts of ISO/IEC 20000, identifying how the different parts support ISO/IEC 20000-1:2011 as well as the relationships between ISO/IEC 20000 and other International Standards and Technical Reports. This part of ISO/IEC 20000 also explains the terminology used in ISO/IEC 20000, so that organisations and individuals can interpret the concepts correctly.

This part of ISO/IEC 20000 is for

a) service providers considering using any part of ISO/IEC 20000 and looking for guidance on how to use the different parts of ISO/IEC 20000 to achieve their goal,

b) service providers that wish to understand how ISO/IEC 20000 can be used in combination with other International Standards, and

c) practitioners, auditors, and other parties who wish to gain an understanding of ISO/IEC 20000.

2 Terms and definitions

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

NOTE 1 Terms and definitions used in ISO/IEC 20000 but not included in this part can be found in standard English dictionaries.

NOTE 2 The formatting of the terms and definitions clause has been edited to reflect the ISO/IEC Directives, Part 2, 2011 version. It has not changed the content of the definitions as they were published in ISO/IEC 20000-1:2011.

2.1
availability
ability of a service or service component to perform its required function at an agreed instant or over an agreed period of time

Note 1 to entry: Availability is normally expressed as a ratio or percentage of the time that the service or service component is actually available for use by the customer to the agreed time that the service should be available.

2.2
configuration baseline
configuration information formally designated at a specific time during a service or service component's life

Note 1 to entry: Configuration baselines, plus approved changes from those baselines, constitute the current configuration information.

[SOURCE: ISO/IEC/IEEE 24765:2010, modified]

2.3
configuration item
CI
element that needs to be controlled in order to deliver a service or services

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