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Information technology — Service management —

Part 11: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: ITIL®

Technologies de l'information — Gestion des services —

Partie 11: Relations entre ISO/IEC 20000-1:2011 et les référentiels de gestion de service: ITIL®

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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/TC JTC 1, *Information technology*, Subcommittee SC 40, *IT Service Management and IT Governance*.

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*

— *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 the application of service management systems for smaller organizations*

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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 can assist readers in relating the requirements specified in ISO/IEC 20000–1:2011 to supporting text in one of the most commonly used service management frameworks, ITIL. Service providers can refer to this guidance as a cross-reference between the two documents to help them plan and implement a service management system (SMS).

A description of the purpose and content of both publications is followed by a table showing high-level correlations between ITIL and clauses in ISO/IEC 20000–1:2011. Annex A provides a comparison of terms and definitions. Annex B provides information on the ITIL text that correlates with requirement clauses of ISO/IEC 20000–1:2011.

ISO/IEC 20000–1:2011 is the International Standard for service management and specifies requirements which can be used as the basis of a conformity assessment. ISO/IEC 20000–1:2011 can be used in different ways, including:

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

b) to establish a consistent approach for an organization to use with all of its service providers, including those in its supply chain;

c) as an unbiased basis to assess, measure and report service delivery and management capabilities including performance of specific service management processes;

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

ISO/IEC 20000–1:2011 specifies an integrated process approach when the service provider plans, establishes, implements, operates, monitors, reviews, maintains and improves a service management system (SMS). The services can be delivered to internal or external customers or a combination of both. ISO/IEC 20000–1:2011 requires the application of the methodology known as "Plan–Do–Check–Act" (PDCA) to all parts of the service management system (SMS) and the services. Other parts of ISO/IEC 20000 provide supporting guidance.

ITIL is defined in the ITIL Glossary as:

"A set of best-practice publications for IT service management. Owned by Axelos, ITIL gives guidance on the provision of quality IT services and the processes, functions and other capabilities needed to support them. The ITIL framework is based on a service lifecycle and consists of five lifecycle stages (service strategy, service design, service transition, service operation and continual service improvement), each of which has its own supporting publication. There is also a set of complementary ITIL publications providing guidance specific to industry sectors, organization types, operating models and technology architectures. See https://www.axelos.com/best-practice-solutions/itil *for more information."*

AXELOS has agreed on the development of this Technical Report. ITIL®, including the ITIL Glossary, is owned by AXELOS.

ITIL is organized around a service lifecycle framework and provides detailed guidance gathered from practical industry experience.

Service providers can implement and improve their SMS using the requirements specified in ISO/IEC 20000–1:2011, the guidance in the other parts of ISO/IEC 20000 and ITIL. Both ISO/IEC 20000 and ITIL provide guidance to identify, plan, design, deliver and improve services that deliver value to the business and its customers. A service provider can adopt ITIL processes to enable them to plan, deliver and manage their services in alignment with the requirements specified in ISO/IEC 20000–1:2011. Other guidance can also be used to support ISO/IEC 20000–1:2011.

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Information technology — Service management —

Part 11: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: ITIL®

1 Scope

This part of ISO/IEC 20000 is a Technical Report that provides guidance on the relationship between ISO/IEC 20000–1:2011 and a commonly used service management framework, ITIL. It can be used by any organization or person wishing to understand how ITIL can be used with ISO/IEC 20000–1:2011, including:

a) a service provider that has demonstrated or intends to demonstrate conformity to the requirements specified in ISO/IEC 20000–1:2011 and is seeking guidance on the use of ITIL to establish and improve an SMS and the services;

c) a service provider 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 20000–1:2011;

d) an assessor or auditor who wishes to understand the use of ITIL as support to achieve the requirements specified in ISO/IEC 20000–1:2011.

The correlations provided in this part of ISO/IEC 20000 are for ISO/IEC 20000–1:2011 and ITIL–2011.

Clause 4 describes how ITIL can support the demonstration of conformity to ISO/IEC 20000–1:2011. Clause 5 relates chapters in ITIL to clauses in ISO/IEC 20000–1:2011. The tables in Annex A and Annex B relate terms, clauses and processes in ISO/IEC 20000–1:2011 to ITIL.

2 Normative references

The following document, in whole or in part, is normatively referenced in this document and is indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 20000–1:2011, *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 20000–1:2011 apply.

4 Use of ISO/IEC 20000–1:2011 and ITIL

4.1 Introduction to ISO/IEC 20000–1:2011

ISO/IEC 20000–1:2011 specifies requirements for an SMS that can be used for improvement, benchmarking and as the basis for a conformity assessment of a service provider's SMS.

ISO/IEC 20000–1:2011, Clause 4, specifies the general requirements for an SMS. In ISO/IEC 20000–1:2011, Clauses 5 to 9, it specifies the requirements for the service management processes, as shown in Table 1.

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