Technical Report

ISO/IEC TR 20000-17

First edition
2024-10

Information technology — Service management —

Part 17: Scenarios for the practical application of service management systems based on ISO/IEC 20000-1:2018

Technologies de l'information — Gestion des services —

Partie 17: Scénarios pour l'application pratique des systèmes de gestion des services sur la base de l'ISO/IEC 20000-1:2018

Reference number
ISO/IEC TR 20000-17:2024(en)

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Published in Switzerland

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Foreword

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

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Introduction

This document provides scenarios, explanations and examples for the practical application of service management systems (SMS) based on ISO/IEC 20000-1:2018.

These scenarios have arisen from comments resulting from the practical usage of ISO/IEC 20000-1:2018 over the years since its publication. These comments provided evidence of apparent misconceptions and a lack of knowledge about how ISO/IEC 20000-1:2018 and an SMS can be applied.

This document aims to support users of ISO/IEC 20000-1:2018 in its application to establish and improve an SMS using examples of practical situations. The list of scenario-based examples in this document is not exhaustive and other scenarios are possible.

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Information technology — Service management —

Part 17:
Scenarios for the practical application of service management systems based on ISO/IEC 20000-1:2018

1 Scope

This document provides scenarios, explanations and examples for the practical application of service management systems (SMS) based on ISO/IEC 20000-1:2018. These scenarios provide examples of situations in which an SMS can be used and how the requirements of ISO/IEC 20000-1:2018 can be applied.

This document can be used with ISO/IEC 20000-1 as well as with ISO/IEC 20000-2, ISO/IEC 20000-3, ISO/IEC TS 20000-5 and other parts of the ISO/IEC 20000 series.

This document is aimed at:

a) organizations that are intending to implement an SMS based on the requirements of ISO/IEC 20000-1;

b) organizations that have already implemented an SMS based on the requirements of ISO/IEC 20000-1;

c) consultants, trainers and other experts supporting these organizations.

This document does not add to, change or replace any of the requirements in ISO/IEC 20000-1. This document is not intended to be used for a conformity assessment.

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, *Information technology — Service management — Part 1: Service management system requirements*

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 20000-1 and ISO/IEC 20000-10 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/

4 Overview of ISO/IEC 20000-1:2018

ISO/IEC 20000-1 specifies requirements for establishing, implementing, maintaining and continually improving an SMS. An SMS supports the management of the service lifecycle, including the planning, design,

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