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Technologies de l'information — Gestion des services —

Partie 14: Recommandations pour l'application de l'intégration et de la gestion des services à l'ISO/IEC 20000-1



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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*.

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

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 and www.iec.ch/national-committees.

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Introduction

This document provides guidance for organizations wishing to include Service Integration and Management (SIAM™)[1)] in an existing service management system (SMS), or one in the process of being established, based on ISO/IEC 20000-1:2018. An SMS supports the management of the service lifecycle, including the planning, design, transition, delivery and improvement of services, which meet agreed requirements and deliver value for customers, users and the organization(s) delivering the services.

The adoption of SIAM is driven by strategic factors, including:

— increased complexity of sourcing models using multiple service providers;

— a desire to remove reliance on any particular service provider;

— the requirement for effective controls for managing a multi-provider ecosystem;

— a desire for the ability and flexibility available from specialized service providers in this field.

SIAM is an evolution of service management methodologies that includes services integrated across multiple service providers. It has developed as organizations have moved away from outsourced contracts with a single service provider to an environment with multiple service providers. SIAM has evolved out of the challenges associated with these more complex operating models. SIAM addresses the issue of "accidental multi-sourcing", where an organization engages in an ad hoc way with multiple service providers and services over time, with no consistent overall control.

SIAM incorporates the concept of a service integrator layer, which is a single, logical entity held accountable for the end-to-end delivery of services. The service integrator layer is where end-to-end service management, assurance, integration and coordination are performed. It focuses on implementing an effective cross-service provider capability and executes the requirements directed by the customer organization.

This document also provides a mapping between the requirements and guidance of ISO/IEC 20000-1 and the elements in the SIAM methodology.

1) SIAM™ is the trademark of a product supplied by EXIN. This information is given for the convenience of users of this document and does not constitute an endorsement by ISO or IEC of the product named. Equivalent products may be used if they can be shown to lead to the same results.

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Information technology — Service management —

Part 14: Guidance on the application of Service Integration and Management to ISO/IEC 20000-1

1 Scope

This document provides guidance for organizations that are establishing or improving a service management system (SMS) by incorporating a service integrator. The incorporation of a service integrator is aimed at addressing an environment that includes services sourced from multiple service providers.

This document specifically focuses on Service Integration and Management (SIAM) in the context of an SMS.

The intended users of this document include:

— organizations that need to manage multiple service providers within a new or existing SMS according to SIAM; and

— consultants and advisors that support an organization during SMS implementation or improvement, where a SIAM approach is being adopted.

NOTE 1 This document is applicable for organizations implementing SIAM in conjunction with SMS. It does not limit organizations or individuals from implementing any other management and governance model for managing multivendor environments along with SMS.

This document is not applicable to organizations that have only one service provider.

NOTE 2 In SIAM, the term "supplier" is not used. Internal and external suppliers are both referred to as “service providers”. See 4.2 for further comparison of terminology.

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: Overview and key concepts*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 20000-1, ISO/IEC 20000-10 and the following 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/

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