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Technologies de l'information — Gestion des services —

Partie 5: Exemple de plan de mise en application pour l'ISO/CEI 20000-1

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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.

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 or www.iec.ch/members_experts/refdocs).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC 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) or the IEC list of patent declarations received (see https://patents.iec.ch).

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. In the IEC, see www.iec.ch/understanding-standards.

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

This first edition cancels and replaces the second edition (ISO/IEC TR 20000-5:2013), which has been technically revised.

The main changes are as follows:

— updated relevant content based on the release of ISO/IEC 20000-1:2018;

— taken into account organizations which are not mature in service management;

— revised a three-phased plan to manage a service management system (SMS) implementation.

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 on how to implement a service management system (SMS).

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 delivering the services. ISO/IEC 20000-1 specifies requirements for planning, establishing, implementing, maintaining and continually improving an SMS.

This document focuses on providing the key considerations and different approaches for organizations which want to plan and implement an SMS for the first time or improve an existing implementation. These organizations, also known as service providers, can provide different types of services using technology and digital information. They can be of any size, sector or type, with different organizational structures or business models.

Organizations can approach the implementation of an SMS in any way: as part of a programme, a major project, or in a more incremental manner with different phases or iterations. The results of any gap analysis will determine which approach is appropriate for each organization. Organizations can use different methodologies for an SMS implementation.

This document addresses the typical steps for implementation of a phase or a whole project including project initiation, planning, implementation, evaluation and future action. Implementation of an SMS based on three maturity levels is also described in this document.

During the implementation of an SMS, an organization will potentially face many challenges. This document illustrates some of the challenges and the key considerations for overcoming them.

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Information technology — Service management —

Part 5:
Implementation guidance for ISO/IEC 20000-1

1 Scope

This document provides guidance for organizations on how to implement a service management system (SMS). Organizations can use this document to implement the entire SMS in order to conform to the requirements specified in ISO/IEC 20000-1, or parts of an SMS for a selected subset of requirements. This document illustrates a generic plan to manage implementation activities for an SMS.

The intended users of this document are:

a) organizations that require support on how to implement an SMS;

b) consultants and advisors who support an organization during SMS implementation.

This document can be used together with the other parts of ISO/IEC 20000 series.

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 Key considerations

4.1 Understanding ISO/IEC 20000-1

The success of an SMS implementation depends on top management commitment and the organization's personnel understanding:

a) ISO/IEC 20000-1 requirements;

b) service management policies and objectives;

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