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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).

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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.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information Technology*, Subcommittee SC 7, *Systems and Software Engineering*.

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.

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Introduction

This document facilitates the development of a process assessment model (PAM) for service management described in ISO/IEC TS 33074.

A process reference model is a model comprising definitions of processes described in terms of process purpose and outcomes, together with an architecture describing the relationships between the processes. Using the process reference model in a practical application can require additional elements suited to the environment and circumstances.

The process reference model specified in this document describes the processes including the service management system (SMS) processes implied by ISO/IEC 20000-1. Each process of this process reference model provides traceability to requirements. The process reference model does not attempt to place the processes in any specific environment nor does it pre-determine any level of process capability required to fulfil the ISO/IEC 20000-1 requirements. The process reference model does not provide the evidence required to be conformant to the evidence requirements of ISO/IEC 20000-1. The process reference model is not intended to be used for a conformity assessment audit or as a process implementation reference guide.

ISO/IEC 33001 describes the concepts and terminology used for process assessment. ISO/IEC 33002 describes the requirements for conducting an assessment. ISO/IEC 33004 describes the requirements for process reference, process assessment and maturity models. ISO/IEC 33020 describes the measurement scale for assessing the process quality characteristic of process capability. ISO/IEC TR 24774 describes the common elements of processes.

The relationships between ISO/IEC 20000-1, ISO/IEC TR 24774, ISO/IEC 33002, ISO/IEC 33004, ISO/IEC 33020, this document and ISO/IEC TS 33074 are shown in Figure 1.

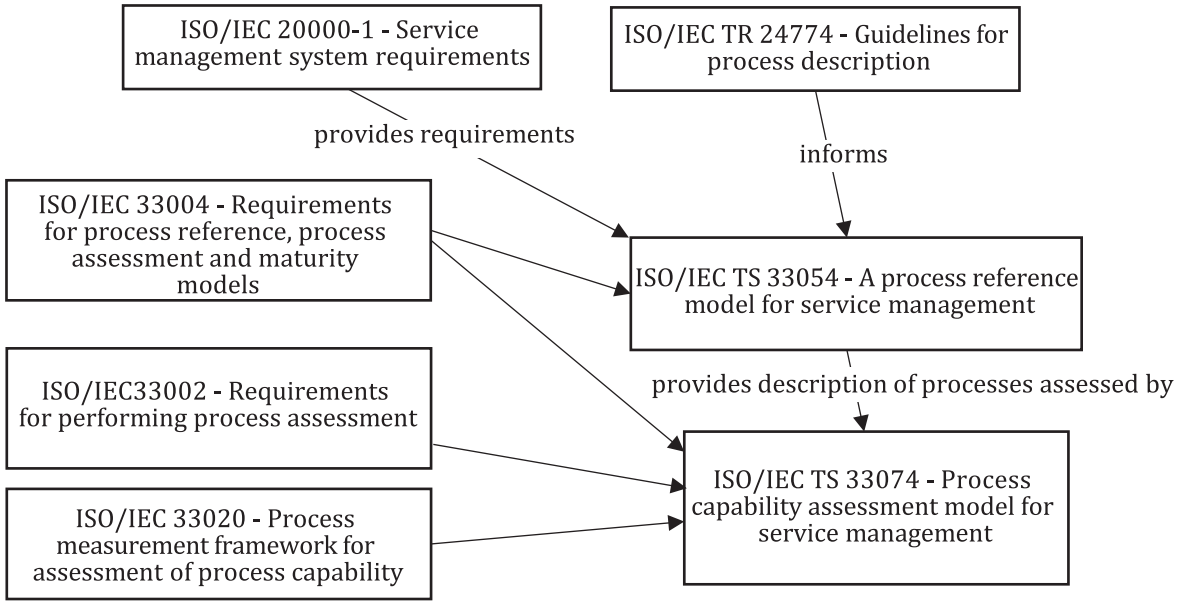


Figure 1 — Relationships between relevant standards

Clause 4 provides an overview of the process reference model.

Clause 5 describes the processes in the process reference model.

Annex A describes the relationship between management system requirements and process model elements.

Annex B provides the statement of conformity in accordance with ISO/IEC 33004.

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Information technology — Process assessment — Process reference model for service management

1 Scope

This document defines a process reference model for the domain of service management.

The model specifies a process architecture for the domain and comprises a set of processes. Each process is described in terms of process purpose and outcomes.

The process reference model in this document is directed at assessment sponsors and competent assessors who wish to select a model, and associated documented process method, for assessment (for either capability determination or process improvement).

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 20000-10, *Information technology — Service management — Part 10: Concepts and vocabulary*

ISO/IEC 33001, *Information technology — Process assessment — Concepts and terminology*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 33001 and ISO/IEC 20000-10 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/

4 Overview of the process reference model

This clause describes the structure of a process reference model to support service management. The process reference model includes processes, which can already exist in the context of a service management system of a service provider.

Figure 2 identifies the processes derived from ISO/IEC 20000-1 requirements.

Processes are grouped according to their primary purpose, namely, generic processes associated with the management system implementation, processes associated with technical aspects of service management, and organisational processes associated with management of service management activities.

NOTE The model shown in Figure 2 covers all the requirements of ISO/IEC 20000-1 but the grouping is different.

The term "common processes" refers to those processes identified with the text within the management system sub-clauses that is common to all management system standards. The "leadership" process is also common to all management system standards.

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