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**Information technology — Service  
management —**

**Part 1:  
Service management system  
requirements**

*Technologies de l'information — Gestion des services —*

*Partie 1: Exigences du système de management des services*



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# Contents

Page

<b>Foreword</b>	<b>v</b>
<b>Introduction</b>	<b>vii</b>
<b>1 Scope</b>	<b>1</b>
1.1 General	1
1.2 Application	1
<b>2 Normative references</b>	<b>2</b>
<b>3 Terms and definitions</b>	<b>2</b>
3.1 Terms specific to management system standards	2
3.2 Terms specific to service management	6
<b>4 Context of the organization</b>	<b>10</b>
4.1 Understanding the organization and its context	10
4.2 Understanding the needs and expectations of interested parties	10
4.3 Determining the scope of the service management system	10
4.4 Service management system	10
<b>5 Leadership</b>	<b>10</b>
5.1 Leadership and commitment	10
5.2 Policy	11
5.2.1 Establishing the service management policy	11
5.2.2 Communicating the service management policy	11
5.3 Organizational roles, responsibilities and authorities	11
<b>6 Planning</b>	<b>12</b>
6.1 Actions to address risks and opportunities	12
6.2 Service management objectives and planning to achieve them	12
6.2.1 Establish objectives	12
6.2.2 Plan to achieve objectives	13
6.3 Plan the service management system	13
<b>7 Support of the service management system</b>	<b>13</b>
7.1 Resources	13
7.2 Competence	14
7.3 Awareness	14
7.4 Communication	14
7.5 Documented information	14
7.5.1 General	14
7.5.2 Creating and updating documented information	15
7.5.3 Control of documented information	15
7.5.4 Service management system documented information	15
7.6 Knowledge	16
<b>8 Operation of the service management system</b>	<b>16</b>
8.1 Operational planning and control	16
8.2 Service portfolio	16
8.2.1 Service delivery	16
8.2.2 Plan the services	16
8.2.3 Control of parties involved in the service lifecycle	17
8.2.4 Service catalogue management	17
8.2.5 Asset management	17
8.2.6 Configuration management	18
8.3 Relationship and agreement	18
8.3.1 General	18
8.3.2 Business relationship management	19
8.3.3 Service level management	19
8.3.4 Supplier management	20

8.4	Supply and demand .....	21
8.4.1	Budgeting and accounting for services .....	21
8.4.2	Demand management .....	21
8.4.3	Capacity management .....	21
8.5	Service design, build and transition .....	21
8.5.1	Change management .....	21
8.5.2	Service design and transition .....	23
8.5.3	Release and deployment management .....	24
8.6	Resolution and fulfilment .....	24
8.6.1	Incident management .....	24
8.6.2	Service request management .....	25
8.6.3	Problem management .....	25
8.7	Service assurance .....	25
8.7.1	Service availability management .....	25
8.7.2	Service continuity management .....	26
8.7.3	Information security management .....	26
<b>9</b>	<b>Performance evaluation .....</b>	<b>27</b>
9.1	Monitoring, measurement, analysis and evaluation .....	27
9.2	Internal audit .....	27
9.3	Management review .....	28
9.4	Service reporting .....	29
<b>10</b>	<b>Improvement .....</b>	<b>29</b>
10.1	Nonconformity and corrective action .....	29
10.2	Continual improvement .....	29
	<b>Bibliography .....</b>	<b>31</b>

## 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](http://www.iso.org/directives)).

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](http://www.iso.org/patents)).

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For an explanation on 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 the following URL: [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

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

This third edition cancels and replaces the second edition (ISO/IEC 20000-1:2011) which has been technically revised.

The main changes compared to the previous edition are as follows.

- a) Restructured into the high level structure used for all management system standards (from Annex SL of the Consolidated ISO Supplement to the ISO/IEC Directives Part 1). This has introduced new common requirements for context of the organization, planning to achieve objectives and actions to address risks and opportunities. There are some common requirements that have updated previous requirements, for example, documented information, resources, competence and awareness.
- b) Taken into account the growing trends in service management including topics such as the commoditisation of services, the management of multiple suppliers by an internal or external service integrator and the need to determine value of services for customers.
- c) Removed some of the detail to concentrate on what to do and allow organizations the freedom of how to meet the requirements.
- d) Included new features such as the addition of requirements about knowledge and planning the services.
- e) Separated out clauses that were previously combined for incident management, service request management, service continuity management, service availability management, service level management, service catalogue management, capacity management, demand management.
- f) Renamed “Governance of processes operated by other parties” to “Control of parties involved in the service lifecycle” and updated the requirements to include services and service components as well as processes. Clarified that the organization cannot demonstrate conformity to the requirements