



IT495: Selected Topics in Information Technology-1

IT Service Analysis, Design, and Operation

Spring 2022

Lecture Assignment 2

Due Date: April 21st, 2024 11:59 PM

This assignment aims at exploring basic concept of ISO 20000 Standard. You need to explore any contents you can find online and read about the ISO 20000 Standard

Deliverable:

At most one single page that contains a summary of what you understood about the **ISO 20000 Standard**. In particular, you need to explore answers to the following questions:

- What is **ISO 20000 Standard** at high-level?
- Who is responsible for the body of knowledge of the **ISO 20000 Standard**?
- What is the use of the **ISO 20000 Standard** and where it is most used in practice?
- What is the relationship between **ISO 20000 Standard** and the **ITIL Framework** we are learning in the class?
- Any other information you might find interesting about this standard.

Important:

- a) Points will be deducted from assignments that is longer than one page.
- b) You must write all information from your understanding. Avoid any copy-and-paste of information from the website or other online resources.