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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. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

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.

ISO/IEC 20000-1 was prepared by BSI (as BS 15000-1) and was adopted, under a special “fast-track procedure”, by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, in parallel with its approval by national bodies of ISO and IEC.

ISO/IEC 20000 consists of the following parts, under the general title *Information technology — Service management*:

- *Part 1: Specification*
- *Part 2: Code of practice*

Introduction

This part of ISO/IEC 20000 promotes the adoption of an integrated process approach to effectively deliver managed services to meet the business and customer requirements. For an organization to function effectively it has to identify and manage numerous linked activities. An activity using resources, and managed in order to enable the transformation of inputs into outputs, can be considered as a process. Often the output from one process forms an input to another.

Co-ordinated integration and implementation of the service management processes provides the ongoing control, greater efficiency and opportunities for continual improvement. Performing the activities and processes requires people in the service desk, service support, service delivery and operations teams to be well organized and co-ordinated. Appropriate tools are also required to ensure that the processes are effective and efficient.

It is assumed that the execution of the provisions of this part of ISO/IEC 20000 is entrusted to appropriately qualified and competent people.

An International Standard does not purport to include all necessary provisions of a contract. Users of International Standards are responsible for their correct application.

Compliance with an International Standard does not of itself confer immunity from legal obligations.

Information technology — Service management —

Part 1: Specification

1 Scope

This part of ISO/IEC 20000 defines the requirements for a service provider to deliver managed services of an acceptable quality for its customers.

It may be used:

- a) by businesses that are going out to tender for their services;
- b) by businesses that require a consistent approach by all service providers in a supply chain;
- c) by service providers to benchmark their IT service management;
- d) as the basis for an independent assessment;
- e) by an organization which needs to demonstrate the ability to provide services that meet customer requirements; and
- f) by an organization which aims to improve service through the effective application of processes to monitor and improve service quality.

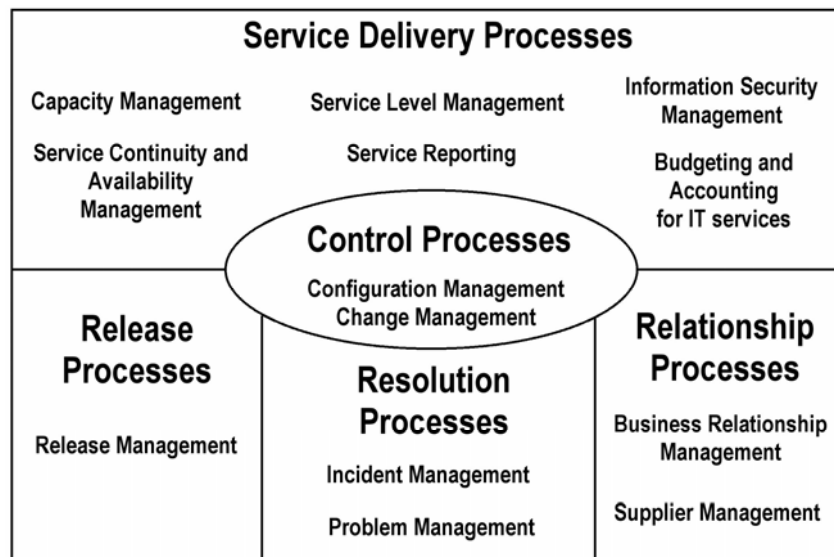


Figure 1 — Service management processes

This part of ISO/IEC 20000 specifies a number of closely related service management processes, as shown in Figure 1.

The relationships between the processes depend on the application within an organization and are generally too complex to model and therefore relationships between processes are not shown in this diagram.

The list of objectives and controls contained in this part of ISO/IEC 20000 are not exhaustive, and an organization may consider that additional objectives and controls are necessary to meet their particular business needs. The nature of the business relationship between the service provider and business will determine how the requirements in this part of ISO/IEC 20000 are implemented in order to meet the overall objective.

As a process based standard this part of ISO/IEC 20000 is not intended for product assessment. However, organizations developing service management tools, products and systems may use both this part of ISO/IEC 20000 and the code of practice to help them develop tools, products and systems that support best practice service management.