



ISO/IEC JTC 1  
Information technology  
Secretariat: ANSI

**Document type:** Proposed NP (Open)

**Title:** JTC001-N-10026 NWIP Information Technology - Service Level Management in an Outsourced Environment

**Status:** **This document is circulated to JTC 1 National Bodies for concurrent review. If the JTC 1 Secretariat receives no objections to this proposal by the due date indicated, we will so inform the SC 7 Secretariat.**

**Date of document:** 2010-03-12

**Source:** SC 7 Secretariat

**Expected action:** ACT

**Action due date:** 2010-06-12

**No. of pages:** 5

**Email of secretary:** [lrjchel@ansi.org](mailto:lrjchel@ansi.org)

**Committee URL:** <http://isotc.iso.org/livelink/livelink/open/jtc1>



**ISO/IEC JTC 1 N 10026**

2010-03-12

**ISO/IEC JTC 1  
Information Technology**

**Document Type:** New Work Item Proposal

**Document Title:** NWIP – Information Technology – Service Level Management in an Outsourced Environment

**Document Source:** SC 7 Secretariat

**Reference:**

**Document Status:** This document is circulated to JTC 1 National Bodies for concurrent review. If the JTC 1 Secretariat receives no objections to this proposal by the due date indicated, we will so inform the SC 7 Secretariat

**Action ID:** Act

**Due Date:** 2010-06-12

**No. of Pages:** 5

**ISO/IEC JTC1/SC7 N4579**

**2010-02-24**

<b>Document Type</b>	NWIP
<b>Title</b>	<b>NWIP - Information Technology – Service Level Management in an Outsourced Environment</b>
<b>Source</b>	Standards New Zealand
<b>Project</b>	
<b>Status</b>	
<b>References</b>	Resolution 1170
<b>Action ID</b>	ACT
<b>Due Date</b>	2010-05-24
<b>Start Date</b>	2010-02-24
<b>Distribution</b>	SC7 AG, JTC 1 Secretariat
<b>Medium</b>	PDF
<b>No. of Pages</b>	4
<b>Note</b>	<u>Please vote using the ISO Electronic Balloting Facilities (Resolution 937)</u>

Address reply to: ISO/IEC JTC1/SC7 Secretariat  
École de technologie supérieure – Département of Software and IT Engineering  
1100 Notre Dame Ouest, Montréal, Québec Canada H3C 1K3  
[secretariat@jtc1-sc7.org](mailto:secretariat@jtc1-sc7.org)

[www.jtc1-sc7.org](http://www.jtc1-sc7.org)

# New Work Item Proposal

## PROPOSAL FOR A NEW WORK ITEM

Date of presentation of proposal: 2010-02-24	Proposer: Standards New Zealand
Secretariat: Standards Council of Canada	ISO/IEC JTC 1 N XXXX ISO/ IEC JTC 1/SC7 N 4579

**A proposal for a new work item** shall be submitted to the secretariat of the ISO/IEC joint technical committee concerned with a copy to the ISO Central Secretariat.

**Presentation of the proposal** - to be completed by the proposer.

<b>Title</b> Information Technology – Service Level Management in an Outsourced Environment
<b>Scope</b> The standard will contain definitions, and guidance on process, agreements and metrics for the provision, selection and management of outsourced IT services. The project is permitted to produce multiple standards with a range of numbers forming a family of related guides.
<b>Purpose and justification</b>  <b>Purpose:</b> <ul style="list-style-type: none"><li>- To set expectations around delivery and quality of services, for all stakeholders involved in the provision and use of IT services in an outsource model.</li><li>- To set guidelines in the form of a decision making model for becoming and for selecting a provider.</li><li>- To set guidelines for setting metrics and creating a corresponding reporting and monitoring framework.</li><li>- To provide guidance on the appropriate content for a service level agreement.</li><li>- To address the issues of privacy, sovereignty and portability, that aren't covered by existing international standards</li><li>- To provide assistance and guidance to small businesses, developing services that can be delivered over the internet.</li></ul> <b>Justification:</b> This work takes the IT governance framework and the IT service management standards as a basic foundation, and looks at the specific issues associated with delivering IT services in an outsourced environment. The work aims also to address the service level management issues raised by the IT industry around new service paradigms such as “cloud computing”, utility computing and Software as a Service (SaaS) .

It is proposed that the following lines of work should be initiated, resulting in the creation of a set of technical reports, as follows:

- ISO/IEC NP xxx00 Information Technology – Service Level Management Definitions and Management Guidelines for an Outsourced Environment
- ISO/IEC NP xxx10 Information Technology – Service Level Management Metrics for an Outsourced Environment
- ISO/IEC NP xxx20 Information Technology – Service Level Management Process for an Outsourced Environment
- ISO/IEC NP xxx30 Information Technology – Service Level Management Agreement Guidelines for an Outsourced Environment

**Timescales:**

ISO/IEC NP xxx00 and xxx10 will be commenced as soon as this NP is approved.

ISO/IEC NP xxx20 and xxx30 may be commenced in 2011 (estimated).

**Benefits:**

The standards providing guidance on service level management definitions, metrics, process and agreements will

provide benefits to all stakeholders involved in the provision and use of outsourced IT services.

- Clear expectations on what is provided
- Assisting the selection process for providers
- Understanding responsibilities and accountabilities for outsourced services

And will have a positive economic impact for:

- Assisting small business providers in setting up global services
- Businesses wanting to be quick to market with new services

There are also potential benefits for service providers, such as:

- Developing services with greater confidence of uptake
- Improving the quality and capabilities of their offerings.
- Provided a protected service environment for their customers
- Communicating the benefits of their offerings to potential customers.

**Relationships to other standards:**

These standards should be consistent with and leverage from other standards and relevant documents. These standards will describe relationships to other standards and relevant documents, including:

- ISO/IEC 38500
- ISO/IEC 20000 series, IT -Service management
- ISO/IEC 27000
- ISO/IEC 12207, Software Lifecycle Processes
- ISO/IEC 15288, System Lifecycle Processes
- ISO/IEC 90001, 90004, 90005, 90006
- ISO/IEC 250000 series, Software product Quality Requirements and Evaluation (SQuaRE)
- ISO/IEC 15939, Measurement process
- ISO/IEC 16085, Life cycle processes - Risk management

**Programme of work**

If the proposed new work item is approved, which of the following document(s) is (are) expected to be developed?

☐ a single International Standard

☒ more than one International Standard (expected number: 4. )

☐ a multi-part International Standard consisting of ..... parts

☐ an amendment or amendments to the following International Standard(s) .....

☒ a technical report , type 3.....

And which standard development track is recommended for the approved new work item?

☒ a. Default Timeframe

☐ b. Accelerated Timeframe

<b>_c. Extended Timeframe</b>
<b>Relevant documents to be considered</b> In addition to related published international standards, the Working Group will assemble a number of related reports from the vendor community and from other IT standards bodies.
<b>Co-operation and liaison</b> itSMF and ISACA will be approached to invite co-operation. The group will liaise with various SC7 working groups as the work develops, as well as with JTC 1/WG6.
<b>Preparatory work offered with target date(s)</b>
<b>Signature:</b>
Will the service of a maintenance agency or registration authority be required ..... - If yes, have you identified a potential candidate? ..... - If yes, indicate name ..... Are there any known requirements for coding? ..... -If yes, please specify on a separate page Does the proposed standard concern known patented items? . - If yes, please provide full information in an annex

**Comments and recommendations of the JTC 1 or SC 7 Secretariat** - attach a separate page as an annex, if necessary

**Comments with respect to the proposal in general, and recommendations thereon:**

It is proposed to assign this new item to JTC 1/SC 7 WG1A

**Voting on the proposal** - Each P-member of the ISO/IEC joint technical committee has an obligation to vote within the time limits laid down (normally three months after the date of circulation).

Date of circulation: 2009-02-24	Closing date for voting: 2009-05-24	Signature of Secretary: W. Suryn
------------------------------------	--	-------------------------------------

NEW WORK ITEM PROPOSAL - PROJECT ACCEPTANCE CRITERIA		
Criterion	Validity	Explanation
<b>A. Business Requirement</b>		
A.1 Market Requirement	Essential ___ Desirable ___ Supportive ___	
A.2 Regulatory Context	Essential ___ Desirable ___ Supportive ___ Not Relevant___	
<b>B. Related Work</b>		
B.1 Completion/Maintenance of current standards	Yes ___ No___	
B.2 Commitment to other organisation	Yes ___ No___	
B.3 Other Source of standards	Yes ___ No___	
<b>C. Technical Status</b>		
C.1 Mature Technology	Yes ___ No___	
C.2 Prospective Technology		

C.3 Models/Tools		
<b>D. Conformity Assessment and Interoperability</b>		
D.1 Conformity Assessment	Yes ___ No___	
D.2 Interoperability	Yes ___ No___	
<b>E. Cultural and Linguistic Adaptability</b>	Yes ___ No___	
<b>F. Other Justification</b>		

### Notes to Proforma

- A. Business Relevance. That which identifies market place relevance in terms of what problem is being solved and or need being addressed.
- A.1 Market Requirement. When submitting a NP, the proposer shall identify the nature of the Market Requirement, assessing the extent to which it is essential, desirable or merely supportive of some other project.
- A.2 Technical Regulation. If a Regulatory requirement is deemed to exist - e.g. for an area of public concern e.g. Information Security, Data protection, potentially leading to regulatory/public interest action based on the use of this voluntary international standard - the proposer shall identify this here.
- B. Related Work. Aspects of the relationship of this NP to other areas of standardisation work shall be identified in this section.
- B.1 Competition/Maintenance. If this NP is concerned with completing or maintaining existing standards, those concerned shall be identified here.
- B.2 External Commitment. Groups, bodies, or fora external to JTC 1 to which a commitment has been made by JTC for Co-operation and or collaboration on this NP shall be identified here.
- B.3 External Std/Specification. If other activities creating standards or specifications in this topic area are known to exist or be planned, and which might be available to JTC 1 as PAS, they shall be identified here.
- C. Technical Status. The proposer shall indicate here an assessment of the extent to which the proposed standard is supported by current technology.
- C.1 Mature Technology. Indicate here the extent to which the technology is reasonably stable and ripe for standardisation.
- C.2 Prospective Technology. If the NP is anticipatory in nature based on expected or forecasted need, this shall be indicated here.
- C.3 Models/Tools. If the NP relates to the creation of supportive reference models or tools, this shall be indicated here.
- D. Conformity Assessment and Interoperability
- D.1 Indicate here if Conformity Assessment is relevant to your project. If so, indicate how it is addressed in your project plan.
- D.2 Indicate here if Interoperability is relevant to your project. If so, indicate how it is addressed in your project plan
- E. Cultural and Linguistic Adaptability Indicate here if cultural and linguistic adaptability is applicable to your project. If so, indicate how it is addressed in your project plan.
- F. Other Justification Any other aspects of background information justifying this NP shall be indicated here