

Australian Standard™

**ICT service management**

**Part 2: Code of practice for service  
management**

[BSI title: IT service management, part 2: Code of practice for service  
management]



**STANDARDS  
AUSTRALIA**

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- Australian Institute of Company Directors
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- Consumers' Federation of Australia
- Department of Defence (Australia)
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## PREFACE

This Standard was prepared by the Standards Australia Committee IT-030, IT Governance and Management. It is an adoption of BS 15000-2:2003 and is implemented with the permission of British Standards Publishing Limited.

This Standard is identical with, and has been reproduced from, BS 15000-2:2003, *IT service management, Part 2: Code of practice for service management*.

The objective of this Standard is to recommend common terminology for service providers; give a common basis for improvements in services and provide a framework for use by suppliers of service management tools.

This Standard is Part 2 of AS 8018—2004, *ICT service management*, which is published in parts as follows:

Part 1: Specification for service management

Part 2: Code of practice for service management (this Standard)

This Standard is to be used in conjunction with AS 8018.1—2004. It may also be used in conjunction with the following BSI publications:

- (a) DISC PD 0005, *IT Service Management—A Managers Guide*.
- (b) DISC PD 0015, *IT Service Management—Self-assessment Workbook*.

DISC PD 0005 serves as a management introduction to the detailed guidance in the IT Infrastructure Library (ITIL). The individual ITIL books offer expanded information and guidance on the subjects addressed within the scope of BS 15000, supported by the ITSMF's Pocket Guide to IT Service Management and Dictionary of Service Management Terms, Acronyms and Abbreviations.

DISC PD 0015 is a checklist that complements this specification. This workbook has been designed to assist organizations to assess the extent to which their IT services conform to the specified requirements.

This preface specifies modifications that should be taken into account when reading BS 15000-1 as an Australian Standard.

In the Australian Standard, all references to IT (Information Technology) shall be assumed to refer to ICT (Information and Communications Technology).

It has been assumed in the drafting of this Standard that the execution of its provisions is entrusted to appropriately qualified and experienced people. Compliance with this Standard does not confer immunity from legal obligations. An Australian Standard does not purport to include all necessary provisions of a contract. Users of Australian Standards are responsible for their correct application. Australian users of this Standard should be familiar with the requirements of AS/NZS 4360:1999, *Risk management* and HB 231:2004, *Information security risk management guidelines*.

Any international Standards referenced should be replaced by an equivalent Australian Standard when one is available. The availability of equivalent Australian Standards can be determined either from the Standards Australia catalogue or from the Standards Australia website ([www.standards.com.au](http://www.standards.com.au)).

As this Standard is reproduced from a British Standard, the following applies:

- (a) Its number does not appear on each page of text and its identity is shown only on the cover and title page.
- (b) In the source text 'BS 15000-2' should read 'this Australian Standard'.
- (c) A full point should be substituted for a comma when referring to a decimal marker.

References to International Standards should be replaced by references to Australian or Australian/New Zealand Standards, as follows:

<i>Reference to International Standard</i>		<i>Australian Standard</i>	
BS		AS	
15000	IT service management	8018	ICT service management
15000-1	Part 1: Specification for IT service management	8018.1	Part 1: Specification for IT service management

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## INTRODUCTION

### Why is Part 2 needed?

This Code of Practice describes the best practices for service management processes within the scope of BS 15000-1.

Service delivery grows in importance, as customers require increasingly advanced facilities (at minimum cost) to meet their business needs. It also recognizes that services and service management are essential to helping organizations generate revenue and be cost-effective.

BS 15000-1 is a specification for service management and should be read in conjunction with this document, BS 15000-2.

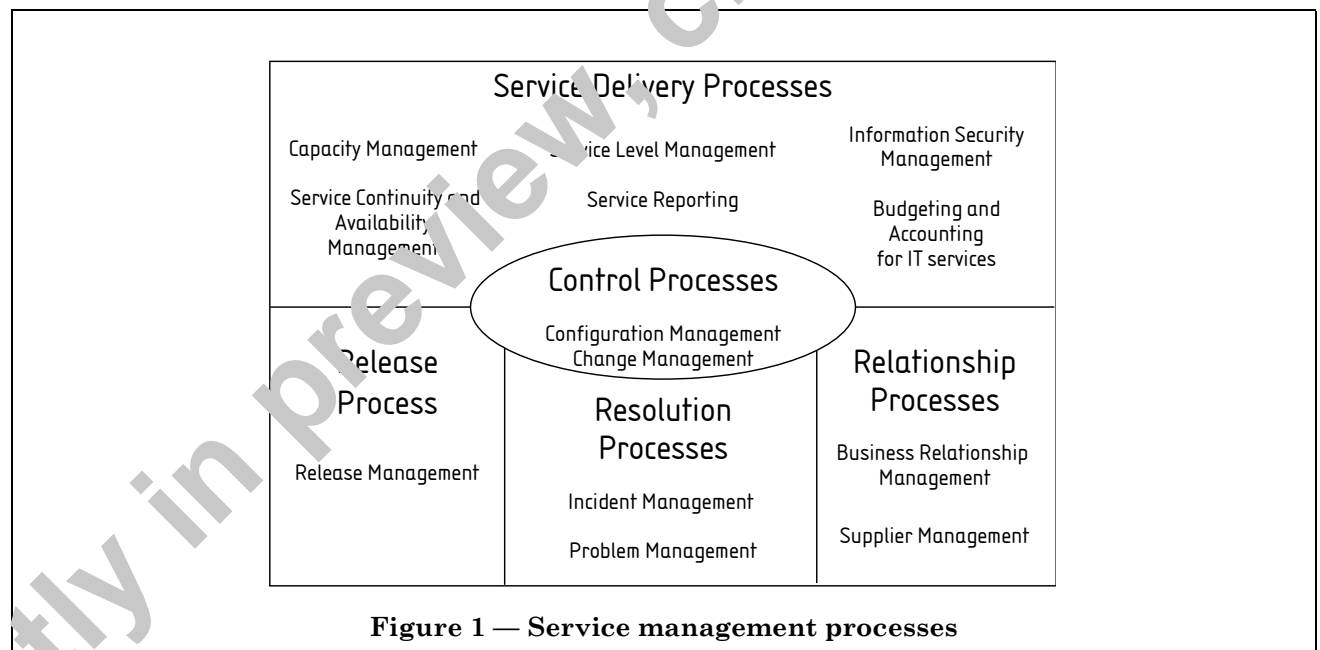
The BS 15000 series enables organizations to understand how to enhance the quality of service delivered to their customers, both internal and external.

With the increasing dependencies in support services and the diverse range of technologies available, service suppliers can struggle to maintain high levels of customer service. Working reactively, they spend too little time planning, training, reviewing, investigating, and working with customers. The result is a failure to adopt structured, proactive working practices.

Those same suppliers are being asked for improved quality, lower costs, greater flexibility, and faster response to customers. Effective service management delivers high levels of customer service and customer satisfaction.

The BS 15000 series draws a distinction between the best practice of processes, which are independent of organizational form or size and organizational names and structures.

The BS 15000 series applies to both large and small organizations, and the requirements for best practice service management processes do not change according to the organizational form which provides the management framework within which processes are followed.



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## AUSTRALIAN STANDARD

# ICT service management

## Part 2: Code of practice for service management

### 1 Scope

BS 15000-2 represents an industry consensus on quality standards for IT service management processes. These service management processes deliver the best possible service to meet an organization's business needs within agreed resource levels, i.e. service that is professional, cost-effective and with risks which are understood and managed.

The variety of terms used for the same process, and between processes and functional groups (and job titles) can make the subject of service management confusing to the new manager. Failure to understand the terminology can be a barrier to establishing effective processes. Understanding the terminology is a tangible and significant benefit from BS 15000.

BS 15000-2 recommends that service providers should adopt common terminology and a more consistent approach to service management. It gives a common basis for improvements in service. It also provides a framework for use by suppliers of service management tools.

BS 15000-2 provides guidance to auditors and offers assistance to organizations planning service improvements or to be audited against BS 15000-1.

BS 15000-1 specifies a number of related service management processes as shown in Figure 1.

### 2 Terms and definitions

For the purposes of this part of BS 15000 the terms and definitions given in BS 15000-1 apply.

### 3 The management system

*Objective: To provide a management system, including policies and a framework to enable the effective management and implementation of all IT services.*

#### 3.1 Management responsibility

The role of management in ensuring best practice processes are adopted and sustained is fundamental for any service provider to meet the requirements of BS 15000-1.

To ensure commitment an owner at senior level should be identified as being responsible for service management plans. This senior responsible owner should be accountable for the overall delivery of the service management plan.

The senior responsible owner's role should encompass resourcing for any continuous or project based service improvement activities.

The senior responsible owner should be supported by a decision-taking group with sufficient authority to define policy and to enforce its decisions.

#### 3.2 Documentation requirements

The senior responsible owner should ensure that evidence is available for an audit of service management policies, plans and procedures, and any activities related to these.

Much of the evidence of service management planning and operations should exist in the form of documents, which may be any type, form or medium suitable for their purpose.

The following documents are normally considered suitable as evidence of service management planning:

- a) policies and plans;
- b) service documentation;
- c) procedures;
- d) process;
- e) process control records.