

Australian Standard<sup>®</sup>

**Information technology — Service  
management**

**Part 1: Service management system  
requirements**

**STANDARDS**  
Australia



This Australian Standard® was prepared by Committee IT-030, ICT Governance and Management. It was approved on behalf of the Council of Standards Australia on 3 October 2013.

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Standards Australia wishes to acknowledge the participation of the expert individuals that contributed to the development of this Standard through their representation on the Committee and through the public comment period.

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## PREFACE

This Standard was prepared by the Australian members of Standards Australia Committee IT-030, ICT Governance and Management, to supersede AS ISO/IEC 20000.1—2007, *Information technology—Service management—Part 1: Specification*.

After consultation with stakeholders in both countries, Standards Australia and Standards New Zealand decided to develop this Standard as an Australian Standard rather than an Australian/New Zealand Standard.

The objective of this Standard is to provide standardization in the field of service management, and in particular, the requirements of a service management system (SMS).

This Standard is identical with, and has been reproduced from, ISO/IEC 20000-1:2011 *Information technology—Service management, Part 1: Service management system requirements*.

This second edition cancels and replaces the first edition (AS ISO/IEC 20000.1—2007), which has been technically revised. The main differences are as follows:

- (a) Closer alignment to AS/NZS ISO 9001.
- (b) Closer alignment to AS/NZS ISO/IEC 27001.
- (c) Change of terminology to reflect international usage.
- (d) Addition of many more definitions, updates to some definitions and removal of two definitions.
- (e) Introduction of the term ‘service management system’.
- (f) Combining Clauses 3 and 4 of AS ISO/IEC 20000.1—2007 to put all management system requirements into one clause.
- (g) Clarification of the requirements for the governance of processes operated by other parties.
- (h) Clarification of the requirements for defining the scope of the SMS.
- (i) Clarification that the PDCA methodology applies to the SMS, including the service management processes, and the services.
- (j) Introduction of new requirements for the design and transition of new or changed services.

As this Standard is reproduced from an International Standard, the following applies:

- (i) In the source text ‘this part of ISO/IEC 20000’ should read ‘this Australian Standard’.
- (ii) A full point substitute for a comma when referring to a decimal marker.

References to International Standards should be replaced by references to Australian Standards, as follows:

ISO/IEC	AS ISO/IEC
20000 Information technology—Service management	20000 Information technology—Service management
20000-2 Part 2: Guidance on the application of service management systems	20000.2 Part 2: Guidance on the application of service management systems

The Australian representatives of IT-030 participated in the ISO/IEC JTC 1 working group that produced ISO/IEC 20000-1:2011.

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## INTRODUCTION

The requirements in this part of ISO/IEC 20000 include the design, transition, delivery and improvement of services that fulfil service requirements and provide value for both the customer and the service provider. This part of ISO/IEC 20000 requires an integrated process approach when the service provider plans, establishes, implements, operates, monitors, reviews, maintains and improves a service management system (SMS).

Co-ordinated integration and implementation of an SMS provides ongoing control and opportunities for continual improvement, greater effectiveness and efficiency. The operation of processes as specified in this part of ISO/IEC 20000 requires personnel to be well organized and co-ordinated. Appropriate tools can be used to enable the processes to be effective and efficient.

The most effective service providers consider the impact on the SMS through all stages of the service lifecycle, from strategy through design, transition and operation, including continual improvement.

This part of ISO/IEC 20000 requires the application of the methodology known as “Plan-Do-Check-Act” (PDCA) to all parts of the SMS and the services. The PDCA methodology, as applied in this part of ISO/IEC 20000, can be briefly described as follows.

**Plan:** establishing, documenting and agreeing the SMS. The SMS includes the policies, objectives, plans and processes to fulfil the service requirements.

**Do:** implementing and operating the SMS for the design, transition, delivery and improvement of the services.

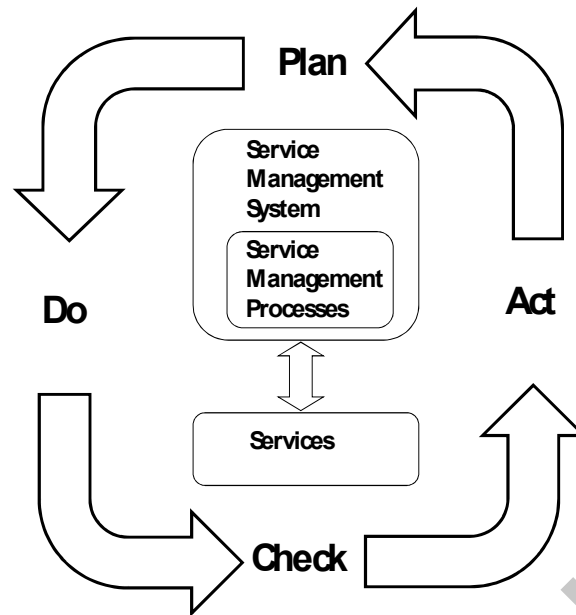
**Check:** monitoring, measuring and reviewing the SMS and the services against the policies, objectives, plans and service requirements and reporting the results.

**Act:** taking actions to continually improve performance of the SMS and the services.

When used within an SMS, the following are the most important aspects of an integrated process approach and the PDCA methodology:

- a) understanding and fulfilling the service requirements to achieve customer satisfaction;
- b) establishing the policy and objectives for service management;
- c) designing and delivering services based on the SMS that add value for the customer;
- d) monitoring, measuring and reviewing performance of the SMS and the services;
- e) continually improving the SMS and the services based on objective measurements.

Figure 1 illustrates how the PDCA methodology can be applied to the SMS, including the service management processes specified in Clauses 5 to 9, and the services. Each element of the PDCA methodology is a vital part of a successful implementation of an SMS. The improvement process used in this part of ISO/IEC 20000 is based on the PDCA methodology.



**Figure 1 — PDCA methodology applied to service management**

This part of ISO/IEC 20000 enables a service provider to integrate its SMS with other management systems in the service provider's organization. The adoption of an integrated process approach and the PDCA methodology enables the service provider to align or fully integrate multiple management system standards. For example, an SMS can be integrated with a quality management system based on ISO 9001 or an information security management system based on ISO/IEC 27001.

ISO/IEC 20000 is intentionally independent of specific guidance. The service provider can use a combination of generally accepted guidance and its own experience.

Users of an International Standard are responsible for its correct application. An International Standard does not purport to include all necessary statutory and regulatory requirements and contractual obligations of the service provider. Conformity to an International Standard does not of itself confer immunity from statutory and regulatory requirements.

## AUSTRALIAN STANDARD

**Information technology—Service management****Part 1:  
Service management system requirements****1 Scope****1.1 General**

This part of ISO/IEC 20000 is a service management system (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. The requirements include the design, transition, delivery and improvement of services to fulfil service requirements. This part of ISO/IEC 20000 can be used by:

- a) an organization seeking services from service providers and requiring assurance that their service requirements will be fulfilled;
- b) an organization that requires a consistent approach by all its service providers, including those in a supply chain;
- c) a service provider that intends to demonstrate its capability for the design, transition, delivery and improvement of services that fulfil service requirements;
- d) a service provider to monitor, measure and review its service management processes and services;
- e) a service provider to improve the design, transition and delivery of services through effective implementation and operation of an SMS;
- f) an assessor or auditor as the criteria for a conformity assessment of a service provider's SMS to the requirements in this part of ISO/IEC 20000.

Figure 2 illustrates an SMS including the service management processes. The service management processes and the relationships between the processes can be implemented in different ways by different service providers. The nature of the relationship between a service provider and the customer will influence how the service management processes are implemented.