STANDARDS Australia

AS ISO/IEC 20000.2—2007

Information Technology—Service Management—Part 2: Code of Practice

Australian STANDARD

AS

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Australian Standard®

Information technology—Service management

Part 2: Code of practice

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PREFACE

This Standard was prepared by the Standards Australia Committee IT-030, ICT Governance and Management to supersede AS 8018.2—2004, *ICT service management,* Part 2: *Code of practice for service management.*

This Standard is identical with, and has been reproduced from ISO/IEC 20000-2:2005, *Information technology—Service management—*Part 2: *Code of practice*.

The objective of this Standard is to provide standardization in the field of information technology management and governance, and in particular in the fields of:

(a) Governance of ICT in Business Operations.

(b) IT Service Management.

It is based on the knowledge and experience gained by experts working in the field of information technology management. It can be used in conjunction with a number of best practice standards and publications, listed in the Bibliography and the Australian national Appendix ZA which has been added to source text.

References to International Standards should be replaced by references to Australian or Australian/New Zealand Standards. The equivalent Australian Standards can be sourced from the Standards Australia website at: http://www.standards.org.au/

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

(i) Its number appears on the cover and title page while the international standard number appears only on the cover.

(ii) In the source text 'this part of ISO/IEC 20000' should read 'this Australian Standard'.

(iii) A full point substitutes for a comma when referring to a decimal marker.

(iv) In the Bibliography add AS/NZS ISO 19011:2003, *Guidelines for quality and/or environmental management systems auditing*.

(v) For information technology security techniques refer to the ISO 27000 series of standards.

This Standard belongs to a series of Australian Standards promoting adherence to the principles of corporate governance. In particular:

(A) AS 8000, Corporate governance—*Good governance principles*.

(B) AS 8015, *Corporate governance of information and communication technology*.

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INTRODUCTION

As a code of practice, this part of ISO/IEC 20000 takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

This part of ISO/IEC 20000 should be used in conjunction with ISO/IEC 20000-1, the specification associated with this code of practice.

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.

This part of ISO/IEC 20000 describes the best practices for service management processes within the scope of ISO/IEC 20000-1.

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.

ISO/IEC 20000-1 is a specification for service management and should be read in conjunction with this part of ISO/IEC 20000.

The ISO/IEC 20000 series enables service providers 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 providers 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 service providers 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 ISO/IEC 20000 series draws a distinction between the best practices of processes, which are independent of organizational form or size and organizational names and structures. The ISO/IEC 20000 series applies to both large and small service providers, 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.

NOTES

AUSTRALIAN STANDARD

Information technology — Service management —

Part 2: Code of practice

1 Scope

This part of ISO/IEC 20000 represents an industry consensus on quality standards for IT service management processes. These service management processes deliver the best possible service to meet a customer'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 ISO/IEC 20000. This part of ISO/IEC 20000 recommends that service providers should adopt common terminology and a more consistent approach to service management. It gives a common basis for improvements in services. It also provides a framework for use by suppliers of service management tools.

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

This part of ISO/IEC 20000 provides guidance to auditors and offers assistance to service providers planning service improvements or to be audited against ISO/IEC 20000-1.

ISO/IEC 20000-1 specifies a number of related service management processes as shown in Figure 1.

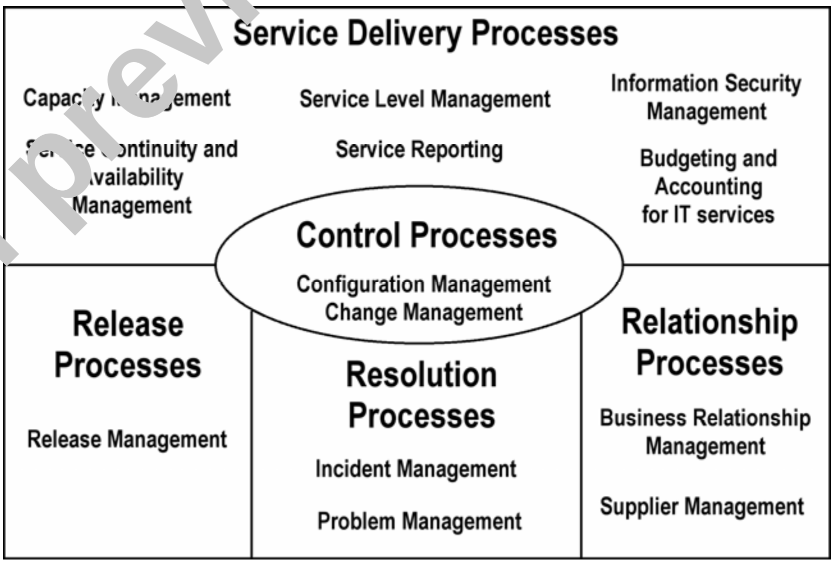

Figure 1 – Service management processes

