

Australian Standard<sup>®</sup>

**Information technology — Service  
management**

**Part 2: Guidance on the application of  
service management systems**

**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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- 

This Standard was issued in draft form for comment as DR AS ISO/IEC 20000.2.

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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**Information technology—Service  
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## PREFACE

This Standard was prepared by the Australian members of Standards Australia Committee IT-030, ICT Governance and Management and supersedes AS ISO/IEC 20000.2—2007, *Information Technology—Service Management, Part 2: Code of Practice*.

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 guidance on the application of a service management system (SMS) based on AS ISO/IEC 20000.1.

This Standard is identical with, and has been reproduced from ISO/IEC 20000-2:2007, *Information technology—Service management, Part 2: Guidance on the application of service management systems*.

This second edition cancels and replaces the first edition (AS ISO/IEC 20000.2—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) New guidance on governance of processes operated by other parties.
- (e) More guidance on defining the scope of the SMS.
- (f) More guidance on continual improvement of the SMS and services.
- (g) More guidance on 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’.
- (iii) A full point substitutes 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>
ISO/IEC 20000 Information technology—Service management	AS ISO/IEC 20000 Information technology—Service management
20000-1 Part 1: Service management system requirements	20000.1 Part 1: Service management system requirements

The term ‘informative’ has been used in this Standard to define the application of the annex to which it applies. An ‘informative’ annex is only for information and guidance.

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## INTRODUCTION

This part of ISO/IEC 20000 provides guidance on the application of service management systems (SMS) based on ISO/IEC 20000-1. This part of ISO/IEC 20000 does not add any requirements to those stated in ISO/IEC 20000-1 and does not state explicitly how evidence can be provided to an assessor or auditor. The intent of this part of ISO/IEC 20000 is to enable organizations and individuals to interpret ISO/IEC 20000-1 more accurately, and therefore use it more effectively.

An SMS is defined in ISO/IEC 20000-1 as a management system to direct, monitor and control the service management activities of the service provider. The SMS should include what is required for the planning, design, transition, delivery and improvement of services. At a minimum this includes service management policies, objectives, plans, processes, process interfaces, documentation and resources. The SMS encompasses all the processes as an over-arching management system, with the service management processes as part of the SMS.

Coordinated integration and implementation of an SMS provides ongoing control, greater effectiveness, efficiency and opportunities for continual improvement. It enables an organization to work effectively with a shared vision. The operation of processes as specified in Clauses 5 to 9 requires personnel to be well organized and coordinated. Appropriate tools may be used to enable the service management processes to be effective and efficient. The most effectual organizations consider the impact of the SMS through all stages of the service lifecycle, from planning and design to transition and operation, including continual improvement.

This part of ISO/IEC 20000 provides examples and suggestions to enable organizations to interpret and apply ISO/IEC 20000-1, including references to other parts of ISO/IEC 20000 and other relevant standards.

Users of International Standards are responsible for their correct application. It is important for organizations and individuals using ISO/IEC 20000 to understand the points listed below.

- ISO/IEC 20000-1 does not purport to include all necessary statutory and regulatory requirements, or all contractual obligations of the service provider. Conformity to ISO/IEC 20000-1 does not of itself confer immunity from statutory obligations.
- ISO/IEC 20000-1 is applicable to internal and external, large and small, and commercial and non-commercial service providers.
- ISO/IEC 20000-1 promotes the adoption of an integrated process approach when planning, establishing, implementing, operating, monitoring, measuring, reviewing, maintaining and improving an SMS for the design, transition, improvement and delivery of services that fulfil service requirements.

ISO/IEC 20000 promotes the application of the methodology known as “Plan-Do-Check-Act” (PDCA) to the SMS and the services. The PDCA methodology, shown in Figure 1, can be briefly described as follows:

**Plan:** establishing, documenting and agreeing the SMS including the policies, objectives, plans and processes necessary to design and deliver services in accordance with business needs, customer requirements and the service provider's policies.

**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 plans, policies, objectives and requirements and reporting the results.

**Act:** taking actions to continually improve performance of the SMS. This includes the service management processes 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.

Where other management systems are present, the implementation of an SMS, with the adoption of a process approach and the PDCA methodology, enables the service provider to align or fully integrate the organization's management systems. For example, it is possible to integrate ISO/IEC 20000 with a quality management system based upon ISO 9001 and/or an information security management system based upon ISO/IEC 27001. An integrated management system approach increases efficiency, establishes clear accountability and traceability and enhances organizational planning, communication and control.

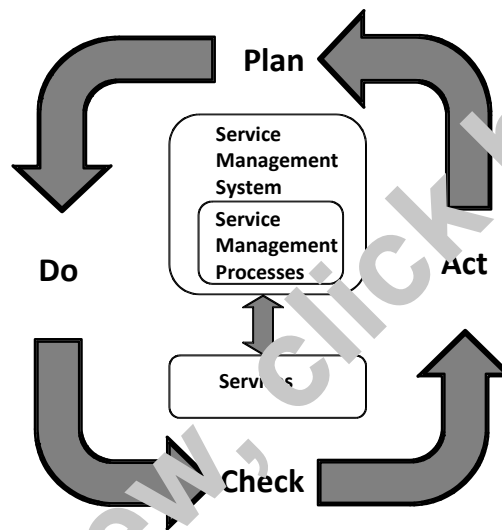


Figure 1 — PDCA methodology applied to service management

As stated in ISO/IEC 20000-1:

“ISO/IEC 20000 can be used by:

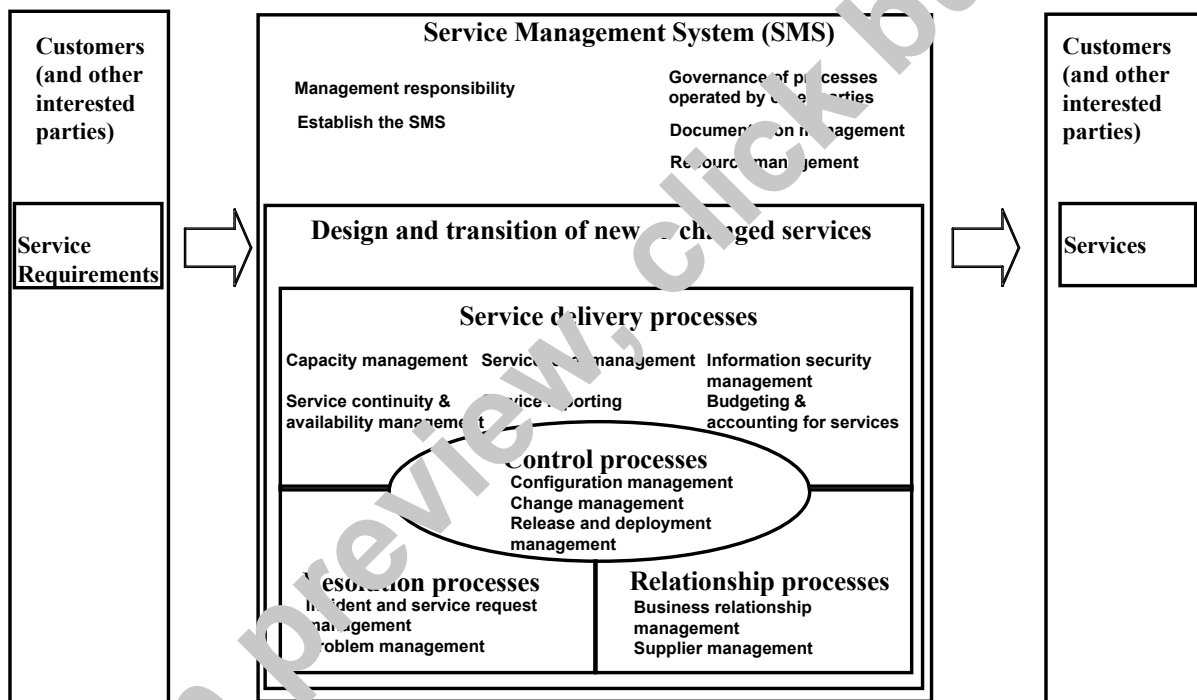
- a) an organization seeking services from service providers and requiring assurance that their service requirements will be fulfilled;
- b) an organization that requires a consistent approach by all their service providers, including those in a supply chain;
- c) the service provider that intends to 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, delivery and improvement of services through the effective implementation and operation of the SMS;
- f) an assessor as the criteria for a conformity assessment of a service provider's SMS to the requirements in this part of ISO/IEC 20000.”

This part of ISO/IEC 20000 can be used by an organization looking for guidance on how to improve service management, whether or not it is interested in seeking certification.

## AUSTRALIAN STANDARD

**Information technology—Service management****Part 2:****Guidance on the application of service management systems****1 Scope****1.1 General**

This part of ISO/IEC 20000 provides guidance on the application of an SMS based on ISO/IEC 20000-1. This part of ISO/IEC 20000 provides examples and suggestions to enable organizations to interpret and apply ISO/IEC 20000-1, including references to other parts of ISO/IEC 20000 and other relevant standards. This part of ISO/IEC 20000 is independent of specific best practice frameworks and the service provider can apply a combination of generally accepted guidance and their own techniques.



**Figure 2 — Service management system**

Figure 2 shows the processes from Clauses 6 to 9 in the central box. The Clause 5 design and transition of new or changed services process surrounds the Clause 6 to 9 processes. This shows that the new or changed services are operated by the processes in the central box. When there are no new or changed services to which Clause 5 applies, all services can be delivered directly by Clauses 6 to 9.

The interfaces between the service management processes and the relationships between different components of the SMS may be implemented differently by different service providers. The nature of the relationship between the service provider and the customer can also influence how the SMS is implemented to fulfil the requirements of ISO/IEC 20000-1. For these reasons the interfaces between processes are not represented in Figure 2.