

PD ISO/IEC TR 20000-10:2015



BSI Standards Publication

Information technology – Service management

Part 10: Concepts and terminology

bsi.

...making excellence a habit.™

National foreword

This Published Document is the UK implementation of ISO/IEC TR 20000-10:2015. It supersedes PD ISO/IEC TR 20000-10:2013 which is withdrawn.

The UK participation in its preparation was entrusted by Technical Committee IST/60, IT Service Management and IT Governance, to Subcommittee IST/60/2, IT Service Management.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

© The British Standards Institution 2015.

Published by BSI Standards Limited 2015

ISBN 978 0 580 90002 0

ICS 03.080.99; 35.020

Compliance with a British Standard cannot confer immunity from legal obligations.

This Published Document was published under the authority of the Standards Policy and Strategy Committee on 10 November 2015.

Amendments/corrigenda issued since publication

Date	Text affected
------	---------------

TECHNICAL
REPORT

ISO/IEC TR
20000-10

Second edition
2015-11-01

**Information technology — Service
management —**

**Part 10:
Concepts and terminology**

*Technologies de l'information — Gestion des services —
Partie 10: Concepts et terminologie*

Reference number
ISO/IEC TR 20000-10:2015(E)





COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2015, Published in Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

Contents

	Page
Foreword	v
Introduction	vii
1 Scope	1
2 Terms and definitions	1
3 Terminology used in ISO/IEC 20000	6
4 Service management systems	7
4.1 General.....	7
4.2 What is an SMS.....	7
4.3 The integrated process approach.....	8
4.4 Continual improvement.....	8
4.5 What constitutes an effective SMS.....	9
4.6 Benefits of an SMS based on ISO/IEC 20000.....	9
4.6.1 General benefits of an SMS.....	9
4.6.2 Benefits from independent assessment of an SMS against ISO/IEC 20000-1.....	10
4.6.3 Benefits related to different service management scenarios.....	11
4.7 Misperceptions about an SMS and ISO/IEC 20000-1.....	12
4.7.1 Introduction.....	12
4.7.2 Misperception 1 — ISO/IEC 20000 is only for large commercial organisations.....	12
4.7.3 Misperception 2 — ISO/IEC 20000 is only applicable to IT infrastructure.....	13
4.7.4 Misperception 3 — ISO/IEC 20000 is only for external service providers.....	13
4.7.5 Misperception 4 — Service providers should use a specific best practice framework to fulfil the requirements specified in ISO/IEC 20000-1.....	13
4.7.6 Misperception 5 — ISO/IEC 20000 can make service management slow, more costly and bureaucratic.....	13
5 ISO/IEC 20000	14
5.1 General.....	14
5.2 ISO/IEC 20000-1:2011 Service management system requirements.....	15
5.2.1 Scope.....	15
5.2.2 Purpose.....	15
5.3 ISO/IEC 20000-2:2012 Guidance on application of service management systems.....	15
5.3.1 Scope.....	15
5.3.2 Purpose.....	15
5.3.3 Relationship with ISO/IEC 20000-1:2011.....	15
5.4 ISO/IEC 20000-3:2012 Guidance on scope definition and applicability of ISO/IEC 20000-1.....	16
5.4.1 Scope.....	16
5.4.2 Purpose.....	16
5.4.3 Relationship with ISO/IEC 20000-1:2011.....	16
5.5 ISO/IEC TR 20000-4:2010 Process reference model.....	16
5.5.1 Scope.....	16
5.5.2 Purpose.....	16
5.5.3 Relationship with ISO/IEC 20000-1:2011.....	17
5.6 ISO/IEC TR 20000-5:2013 Exemplar implementation plan for ISO/IEC 20000-1.....	17
5.6.1 Scope.....	17
5.6.2 Purpose.....	17
5.6.3 Relationships with ISO/IEC 20000-1:2011.....	17
5.7 ISO/IEC TR 20000-9:2015 Guidance on the application of ISO/IEC 20000-1 to cloud services.....	18
5.7.1 Scope.....	18
5.7.2 Purpose.....	18
5.7.3 Relationships with ISO/IEC 20000-1:2011.....	18
6 Other related International Standards and Technical Reports	18

6.1	Closely related International Standards and Technical Reports.....	18
6.2	ISO/IEC TS 15504-8:2012.....	19
6.2.1	Scope.....	19
6.2.2	Purpose.....	19
6.2.3	Relationships with ISO/IEC 20000-1:2011.....	19
6.3	ISO/IEC 27013: —.....	19
6.3.1	Scope.....	19
6.3.2	Purpose.....	19
6.3.3	Relationships with ISO/IEC 20000-1:2011.....	19
6.4	ISO/IEC TR 90006:2013.....	20
6.4.1	Scope.....	20
6.4.2	Purpose.....	20
6.4.3	Relationships with ISO/IEC 20000-1:2011.....	20
6.5	Supporting International Standards.....	21
6.5.1	General.....	21
6.5.2	ISO 9000:2005.....	21
6.5.3	ISO 9001:2008.....	21
6.5.4	ISO 10007:2003.....	22
6.5.5	ISO/IEC 19770-1:2012.....	22
6.5.6	ISO/IEC 27000:2014.....	22
6.5.7	ISO/IEC 27001:2013.....	23
6.5.8	ISO/IEC 27031:2011.....	23
6.5.9	ISO 31000:2009.....	23
6.5.10	ISO/IEC 38500:2015.....	23
6.5.11	ISO 22301:2012.....	24
Bibliography		25

Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: [Foreword - Supplementary information](#)

The committee responsible for this document is ISO/IEC JTC 1, *Information technology*, Subcommittee SC 40, *IT Service Management and IT Governance*.

This second edition cancels and replaces the first edition (ISO/IEC TR 20000-10:2013), which has been technically revised.

ISO/IEC 20000 consists of the following parts, under the general title *Information technology — Service management*:

- *Part 1: Service management system requirements*
- *Part 2: Guidance on the application of service management systems*
- *Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1*
- *Part 4: Process reference model* [Technical Report]
- *Part 5: Exemplar implementation plan for ISO/IEC 20000-1* [Technical Report]
- *Part 9: Guidance on the application of ISO/IEC 20000-1 to cloud services* [Technical Report]
- *Part 10: Concepts and terminology* [Technical Report]
- *Part 11: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: ITIL®¹⁾* [Technical Report]

The following parts are under preparation

- *Part 6: Requirements for bodies providing audit and certification of service management systems*
- *Part 8: Guidance on usage and benefits of the application of service management systems for smaller organizations* [Technical Report]

1) ITIL® is a registered trademark of AXELOS Limited.

- *Part 12: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: CMMI-SVC®²⁾* [Technical Report]

Currently in preview, click buy full version

2) CMMI® and CMMI-SVC® are registered trademarks of the CMMI Institute.

Introduction

This part of ISO/IEC 20000 provides an overview of the concepts and the terminology of ISO/IEC 20000. It establishes a common framework for helping organizations to understand the purpose of all the parts of ISO/IEC 20000 and the relationships between the parts. This part of ISO/IEC 20000 is intended to become the authoritative source for definitions used in all the parts of ISO/IEC 20000. Terms defined in this part of ISO/IEC 20000 will be removed from other published parts of ISO/IEC 20000 as they are updated.

This part of ISO/IEC 20000 also identifies other documents that have relationships with ISO/IEC 20000-1:2011 and identifies common areas with related International Standards to aid the use and integration of multiple International Standards in organizations.

This part of ISO/IEC 20000 can be used by any organization or individual involved in the planning, design, transition, delivery and improvement of services using ISO/IEC 20000-1:2011. It can also be used for those involved in the assessment or audit of service management systems (SMS), providing details of all parts of ISO/IEC 20000 and how they can be used. More specifically, this part of ISO/IEC 20000

- a) defines the terms used in ISO/IEC 20000,
- b) promotes cohesion between the parts of ISO/IEC 20000 by explaining the concepts and terminology used across all parts,
- c) contributes to the understanding of ISO/IEC 20000 by clarifying the relationships between all the parts,
- d) clarifies the possible interfaces and integration between the service provider's SMS and other management systems,
- e) provides an overview of other International Standards which can be used in combination with ISO/IEC 20000, and
- f) identifies common areas between ISO/IEC 20000-1 and other International Standards.

[Figure 1](#) represents an overview of the relationships between the parts of ISO/IEC 20000 as well as relevant frameworks and other external influences.

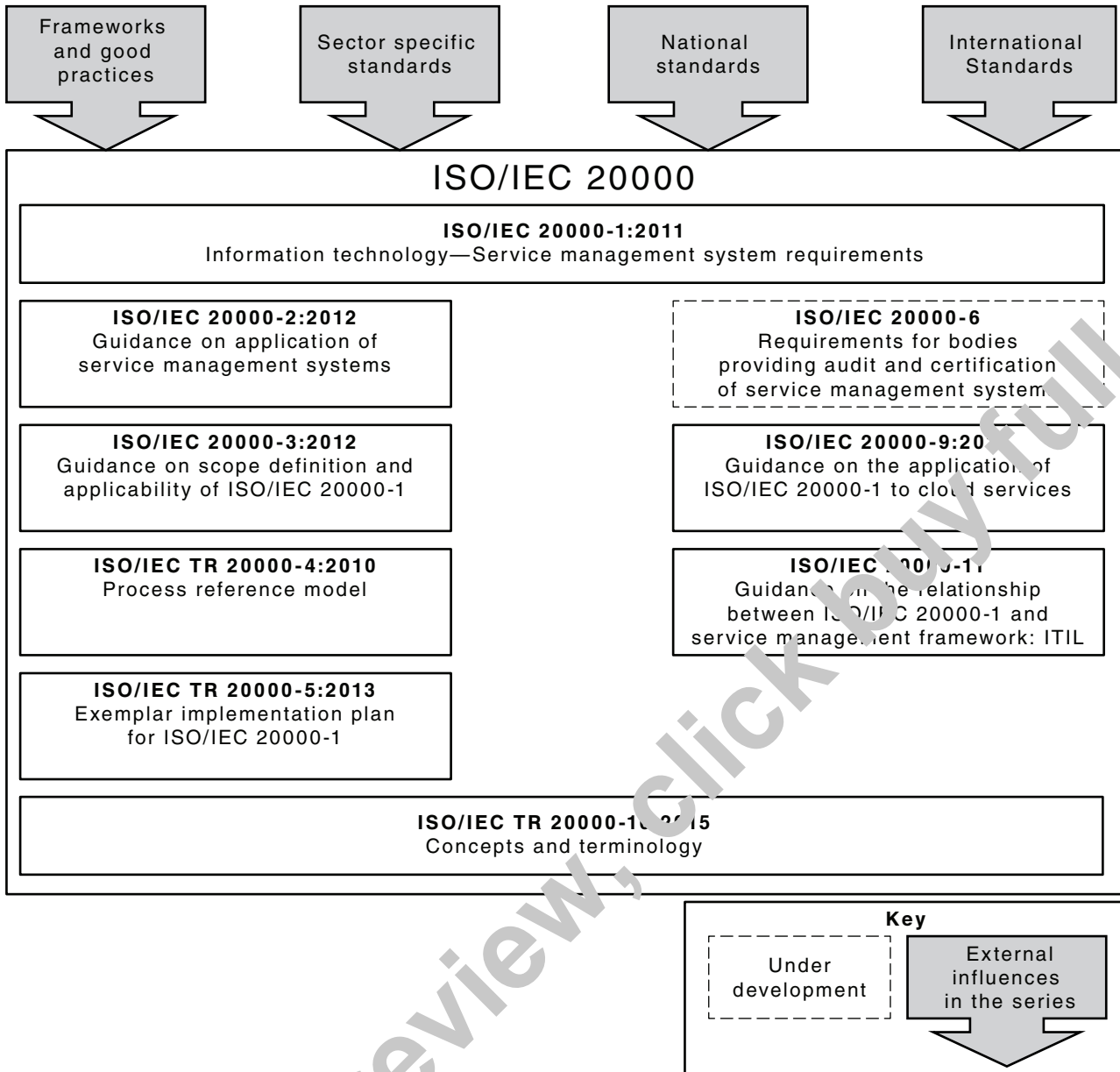


Figure 1 — Overview of parts of ISO/IEC 20000 addressed in ISO/IEC/TR 20000-10

Information technology — Service management —

Part 10: Concepts and terminology

1 Scope

This part of ISO/IEC 20000 describes the core concepts of ISO/IEC 20000, identifying how the different parts support ISO/IEC 20000-1:2011 as well as the relationships between ISO/IEC 20000 and other International Standards and Technical Reports. This part of ISO/IEC 20000 also explains the terminology used in ISO/IEC 20000, so that organisations and individuals can interpret the concepts correctly.

This part of ISO/IEC 20000 is for

- a) service providers considering using any part of ISO/IEC 20000 and looking for guidance on how to use the different parts of ISO/IEC 20000 to achieve their goal,
- b) service providers that wish to understand how ISO/IEC 20000 can be used in combination with other International Standards, and
- c) practitioners, auditors, and other parties who wish to gain an understanding of ISO/IEC 20000.

2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

NOTE 1 Terms and definitions used in ISO/IEC 20000 but not included in this part can be found in standard English dictionaries.

NOTE 2 The formatting of the terms and definitions clause has been edited to reflect the ISO/IEC Directives, Part 2, 2011 version. It has not changed the content of the definitions as they were published in ISO/IEC 20000-1:2011.

2.1

availability

ability of a service or service component to perform its required function at an agreed instant or over an agreed period of time

Note 1 to entry: Availability is normally expressed as a ratio or percentage of the time that the service or service component is actually available for use by the customer to the agreed time that the service should be available.

2.2

configuration baseline

configuration information formally designated at a specific time during a service or service component's life

Note 1 to entry: Configuration baselines, plus approved changes from those baselines, constitute the current configuration information.

[SOURCE: ISO/IEC/IEEE 24765:2010, modified]

2.3

configuration item

CI

element that needs to be controlled in order to deliver a service or services