
**Information technology — Service
management —**

**Part 10:
Concepts and terminology**

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

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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).

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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]

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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.

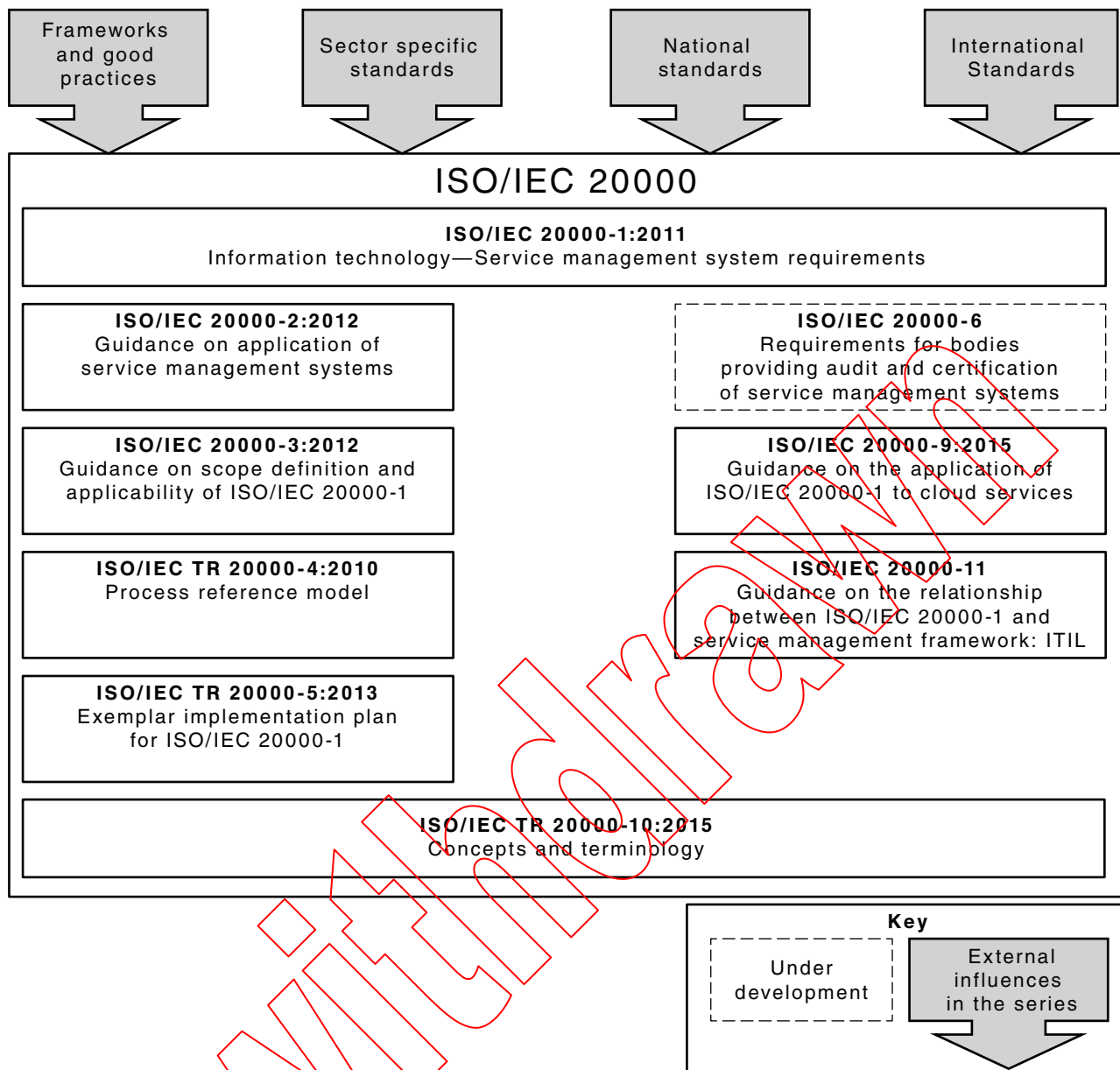


Figure 1 — Overview of parts of ISO/IEC 20000 addressed in ISO/IEC/TR 20000-10

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.