TECHNICAL REPORT

ISO/IEC TR 20000-5

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Information technology — Service management —

Part 5:
Exemplar implementation plan for ISO/IEC 20000-1

Technologies de l'information — Gestion des services —

Partie 5: Exemple de plan de mise en application pour l'ISO/CEI 20000-1

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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.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2. The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

In exceptional circumstances, the joint technical committee may propose the publication of a Technical Report of one of the following types:

— type 1, when the required support cannot be obtained for the publication of an International Standard, despite repeated efforts;

— type 2, when the subject is still under technical development or where for any other reason there is the future but not immediate possibility of an agreement on an International Standard;

— type 3, when the joint technical committee has collected data of a different kind from that which is normally published as an International Standard ("state of the art", for example).

Technical Reports of types 1 and 2 are subject to review within three years of publication, to decide whether they can be transformed into International Standards. Technical Reports of type 3 do not necessarily have to be reviewed until the data they provide are considered to be no longer valid or useful.

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.

ISO/IEC TR 20000-5, which is a Technical Report of type 2, was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

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

— *Part 1: Specification*

— *Part 2: Code of practice*

— *Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1* [Technical Report]

— *Part 4: Process reference model* [Technical Report]

— *Part 5: Exemplar implementation plan for ISO/IEC 20000-1* [Technical Report]

Process assessment model for service management will form the subject of a future Part 8.

Introduction

ISO/IEC 20000-1 specifies the requirements for a service management system (SMS) to deliver IT services and applies to organizations of all sizes, sectors, types and many different organizational forms or business models.

This part of ISO/IEC 20000 is an exemplar implementation plan providing guidance on how to implement an SMS to fulfil the requirements of ISO/IEC 20000-1. The intended users of this part of ISO/IEC 20000 are service providers, but it could also be useful for those advising service providers on how to best fulfil the requirements of ISO/IEC 20000-1.

Included in this part of ISO/IEC 20000 is advice for service providers on a suitable order in which to plan and implement improvements and other necessary changes. It suggests, as an example, a generic three-phase approach to managing the implementation and gives guidance on a sequence of activities and phases for implementing the SMS to fulfil the requirements of ISO/IEC 20000-1, including the integration of processes. The service provider may choose their own sequence to implement the SMS. Also included is advice on the development of a business case, the start up project and other activities necessary for the implementation to be successful.

The phasing described in this part of ISO/IEC 20000 does not change the intended scope of the service provider's SMS, i.e. the scope itself is not subject to phased changes as a result of adopting the advice in this part of ISO/IEC 20000. Instead, each phase improves the SMS needed for the service provider's agreed scope, building on the results of the previous phase.

The main activities for the development of the business case and start up of the implementation project are shown in Annex A. A list of the main activities to implement the SMS based on ISO/IEC 20000-1, in three phases, is shown in Annex B. Many of the requirements of ISO/IEC 20000-1 need to be met by actions over more than one phase, with each phase building upon the achievements of the earlier phase. Once the final phase is completed, the service provider's organization will have an SMS that meets the requirements of ISO/IEC 20000-1. Supporting information for the implementation project is provided.

Information technology — Service management —

Part 5:
Exemplar implementation plan for ISO/IEC 20000-1

1 Scope

This part of ISO/IEC 20000 gives guidance on a phased approach to implement an SMS that fulfils the requirements specified in ISO/IEC 20000-1. The phased approach provides a structured framework to agree priorities and manage the implementation activities.

This part of ISO/IEC 20000 illustrates a generic, three-phase approach to manage the implementation. The service provider can tailor the phases to suit its needs and its constraints.

This part of ISO/IEC 20000 can also be used with ISO/IEC 20000-2, ISO/IEC TR 20000-3 and ISO/IEC TR 20000-4.

2 Normative references

The following referenced document is indispensable for the application of this part of ISO/IEC 20000. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 20000-1:2005, *Information technology — Service management — Part 1: Specification*