TECHNICAL REPORT

ISO/IEC TR 20000-5

Second edition
2013-11-01

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, 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), it may decide to publish a Technical Report. A Technical Report is entirely informative in nature and shall be subject to review every five years in the same manner as an International Standard.

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 was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

This second edition cancels and replaces the first edition (ISO/IEC TR 20000-5:2010), which has been technically revised. The major differences are changes in terminology to reflect international usage and realignment to the second edition of ISO/IEC 20000-1:2011.

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]

The following parts are under preparation:

— *Part 6: Requirements for bodies providing audit and certification of service management systems*

— *Part 8: Guidance on the application of service management systems for smaller organizations*

— *Part 9: Guidance on the application of ISO/IEC 20000-1 to the cloud*

— *Part 10: Concepts and terminology*

— *Part 11: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks*

Introduction

ISO/IEC 20000-1:2011 specifies the requirements for a service management system (SMS) to design, transition, deliver, manage and improve services. ISO/IEC 20000-1:2011 can be used by organizations of all sizes, sectors, types and many different organizational structures 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 specified in ISO/IEC 20000-1:2011. The intended users of this part of ISO/IEC 20000 are service providers, but it can also be useful for those advising service providers on how to implement an SMS.

This part of ISO/IEC 20000 includes advice for service providers on a suitable order in which to plan, implement and improve an SMS using, as an example, a generic three-phased approach to manage the implementation. The service provider may choose their own sequence to implement the SMS. Also included is advice on the development of a business case, the project initiation and other activities that are recommended for the implementation to be successful.

The phases described in this part of ISO/IEC 20000 do not include changes to the intended scope of the service provider's SMS. 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 should improve the SMS in alignment with 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 initiation of the implementation project are shown in Annex A. A list of the main activities to implement the SMS based on the requirements specified in ISO/IEC 20000-1:2011, in three phases, is shown in Annex B. Many of the activities described in this part of ISO/IEC 20000 are intended 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 can achieve the benefits of an SMS that fulfils the requirements specified in ISO/IEC 20000-1:2011. Supporting information for the implementation project is also provided.

Annex C provides examples of policies to illustrate what a service provider can want to put in place. Because policies depend on the organization and the strategy of the service provider, these example policies can be tailored to suit the organizational requirement.

Annex D provides guidance on documentation management. Annex E includes templates for some of the documents specified in ISO/IEC 20000-1:2011 that can be amended to suit individual circumstances.

Information technology — Service management —

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

1   Scope

This part of ISO/IEC 20000 provides guidance for an approach to implement an SMS that can fulfil the requirements specified in ISO/IEC 20000-1:2011. This part of ISO/IEC 20000 illustrates a generic, three-phased plan to manage implementation activities, taking into consideration the design, transition, delivery, management and improvement of services. The service provider can tailor the phases to suit its needs and constraints.

This part of ISO/IEC 20000 can be used together with the other parts of ISO/IEC 20000.

2   Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 20000-1:2011, *Information technology — Service management — Part 1: Service management system requirements*