TECHNICAL REPORT

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Information technology — Guidelines for the application of ISO 9001:2008 to IT service management and its integration with ISO/IEC 20000-1:2011

Technologies de l'information — Lignes directrices pour l'application de l'ISO 9001:2008 pour la gestion des services IT et son intégration à la norme ISO/CEI 20000-1:2011

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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 90006 was prepared by the Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

Introduction

This Technical Report provides guidelines for the application of ISO 9001:2008 to IT service management. It also provides guidelines for the integration of a quality management system (QMS) and a service management system (SMS).

This Technical Report describes the similarities and differences between the requirements of ISO 9001:2008 and ISO/IEC 20000-1:2011. This Technical Report supports the adoption and audit of management systems developed following the requirements of ISO 9001:2008 alone or of an integrated management system for both ISO 9001:2008 and ISO/IEC 20000-1:2011.

This Technical Report uses the terminology used in ISO 9001:2008 when referring to that International Standard. It uses the terminology used in ISO/IEC 20000-1:2011 when referring to that International Standard. For example, ISO/IEC 20000-1 refers to services and service providers; ISO 9001 refers to products and organizations.

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1 Scope

This Technical Report provides guidelines for the application of ISO 9001:2008 to service management for IT services. Examples provided in the guidelines are for service management of IT services.

Because ISO/IEC 20000-1 and ISO 9001 can be applied not only to IT services but to all services, they do not use terminology referring to IT services. Throughout this Technical Report, the terminology of ISO/IEC 20000-1 is used without reference to IT, i.e. service, service management and service provider. The guidelines in this Technical Report can also be useful to support a QMS, SMS or integrated management system for other non-IT services.

Additionally, this Technical Report provides guidelines for the alignment and integration of a QMS and SMS in organizations where services are being delivered to internal or external customers. The guidelines about integration provided in Annex C can be applicable to a scope including IT services and other non-IT services as required.

This Technical Report provides a comparison of the requirements of ISO 9001:2008 and ISO/IEC 20000-1:2011. It highlights those areas where there is the greatest similarity between the two management systems, and where there are differences between the two.

This Technical Report cites and explains the requirements of ISO 9001:2008 in its application to service management and its integration with ISO/IEC 20000-1:2011, but does not add to or otherwise change the requirements of ISO 9001 or ISO/IEC 20000-1.

The guidelines provided in this Technical Report are not intended to be used as criteria for conformity assessments or audits.

This Technical Report can apply to organizations of all sizes, sectors, and types with different organizational forms or business models.

This Technical Report can be used by:

a) auditors and assessors looking for guidelines on audits for ISO 9001:2008 with a scope that includes services and service management;

b) auditors and assessors looking for guidelines on integrated audits for ISO 9001:2008 and ISO/IEC 20000-1:2011 with a scope that includes services and service management;

c) organizations implementing a QMS with a scope that includes services and service management;

d) organizations implementing an integrated management system using the requirements of ISO 9001:2008 and ISO/IEC 20000-1:2011.

This Technical Report does not describe the requirements of ISO 9001 or ISO/IEC 20000-1 comprehensively. This Technical Report is intended for use by persons with knowledge of both ISO 9001:2008 and ISO/IEC 20000-1:2011. Text that has been quoted from ISO 9001:2008 is enclosed in a box. Text from ISO 9000:2005 and ISO/IEC 20000-1:2011 is not reproduced extensively. Additional guidance is listed in the bibliography.

Clause 5 of this Technical Report provides an introduction to ISO 9001 and ISO/IEC 20000-1, an overview of their similarities and differences and how they can be used together or separately.

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Clause 6 of this Technical Report includes all of the clauses of ISO 9001:2008 with details of related clauses from ISO/IEC 20000-1:2011 and provides guidelines for the application of ISO 9001:2008 to service management.

For ease of use, Clause 6 of this Technical Report is numbered in the sequence of ISO 9001:2008. For example:

a)   Clause 6.3 of this Technical Report relates to Clause 3 in ISO 9001:2008;

b)   Clause 6.4.1 of this Technical Report relates to Clause 4.1 in ISO 9001:2008;

c)   Clause 6.4.2.2 of this Technical Report relates to Clause 4.2.2 in ISO 9001:2008.

Clause 7 of this Technical Report provides information about the clauses in ISO/IEC 20000-1:2011 that do not have corresponding requirements in ISO 9001:2008.

Annexes A and B of this Technical Report provide detailed tables showing a comparison between the requirements of ISO 9001:2008 and ISO/IEC 20000-1:2011.

Annex C of this Technical Report provides guidelines on the integration of a QMS and an SMS.

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 9000:2005, *Quality management systems — Fundamentals and vocabulary*

ISO 9001:2008, *Quality management systems — Requirements*

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