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Informationsteknologi – Serviceledelse – Del 7: Vejledning om integration af og indbyrdes overensstemmelse mellem ISO/IEC 20000-1:2018, ISO 9001:2015 og ISO/IEC 27001:2013

Information technology – Service management – Part 7: Guidance on the integration and correlation of ISO/IEC 20000-1:2018 to ISO 9001:2015 and ISO/IEC 27001:2013

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Foreword

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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 ISO documents 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 of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 40, *IT Service Management and IT Governance*.

A list of all parts in the ISO/IEC 20000 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

This document provides guidance on the integration of ISO/IEC 20000-1:2018, ISO 9001:2015 and ISO/IEC 27001:2013. All three standards use the clause structure, common terms and common requirements from the high level structure (HLS) of management system standards (MSS) specified in the ISO/IEC Directives, Part 1. The adoption of the HLS enables an organization to align or integrate multiple management system standards. For example, a service management system (SMS) can be integrated with a quality management system based on ISO 9001 or an information security management system based on ISO/IEC 27001. The relationship between these three standards is very close; therefore, many organizations may already recognise the benefits of adopting two or all three of them.

Benefits of an integrated implementation of management systems can be:

a) less effort and lower cost for the organization to implement the integrated management system and less ongoing effort required to keep it updated;

b) increased credibility to external parties of the organization having a single integrated management system;

c) more effective internal processes and improved communication in the organization by streamlining the interaction between the service, quality, and information security management aspects of their management system.

Apart from the common terms, requirements and the HLS, there are other commonalities in these three standards that provide an opportunity for integration. On the other hand, there are also differences that need to be kept in mind when integrating these management systems.

It is assumed that users of this document have access to and a basic understanding of the ISO/IEC 20000-1, ISO 9001, and ISO/IEC 27001 standards. The content of these standards is not repeated nor fully explained in this document.

NOTE — The high level structure (HLS) of management system standards (MSS) specified in the ISO/IEC Directives, Part 1, Annex L, is referred to in this document as either "HLS" or "HLS of MSS". The high level structure was formerly contained in the ISO/IEC Directives, Part 1, Annex SL. In this document, the term "Annex SL" is used only when making a direct citation to a standard that was published when the Annex SL was still in place, e.g. ISO 9001:2015, ISO/IEC 20000-1:2018, ISO/IEC 27001:2013.

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Information technology — Service management —

Part 7: Guidance on the integration and correlation of ISO/IEC 20000-1:2018 to ISO 9001:2015 and ISO/IEC 27001:2013

1 Scope

This document provides guidance on the integrated implementation of a service management system (SMS) as specified in ISO/IEC 20000-1 with a quality management system (QMS) as specified in ISO 9001 and an information security management system (ISMS) as specified in ISO/IEC 27001. It is aimed at those organizations that are intending to either:

a) implement ISO 9001 when ISO/IEC 20000-1 is already implemented, or vice versa;

b) implement ISO/IEC 27001 when ISO/IEC 20000-1 is already implemented, or vice versa;

c) implement both ISO 9001 and ISO/IEC 20000-1 together, or implement both ISO/IEC 27001 and ISO/IEC 20000-1 together;

d) implement ISO/IEC 20000-1, ISO 9001 and ISO/IEC 27001 together; or

e) integrate existing management systems based on ISO/IEC 20000-1, ISO 9001 and ISO/IEC 27001.

In practice, an SMS, QMS or ISMS can also be integrated with other management system standards (MSS), such as ISO 22301 or ISO 55001.

Clause 4 provides an introduction to ISO/IEC 20000-1, the HLS of MSS specified in ISO/IEC Directives Part 1 and considerations for the integration of an MSS.

Clause 5 provides an introduction to ISO 9001, commonalities and differences with ISO/IEC 20000-1 and considerations for the integration of an SMS with a QMS.

Clause 6 provides an introduction to ISO/IEC 27001, commonalities and differences with ISO/IEC 20000-1 and considerations for the integration of an SMS with an ISMS.

Clause 7 looks at considerations for the integration of an SMS, a QMS, and an ISMS.

This document also provides correlation information for the terms and definitions of ISO/IEC 20000-1 with ISO 9001 and ISO/IEC 27001 in Annex A. Correlation of the clauses of ISO/IEC 20000-1 with ISO 9001 is shown in Annex B. Correlation of the clauses of ISO/IEC 20000-1 with ISO/IEC 27001 is shown in Annex C.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9000:2015, *Quality management systems — Fundamentals and vocabulary*

ISO/IEC 20000-1:2018, *Information technology — Service management — Part 1: Service management system requirements*

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ISO/IEC 27000:2018, *Information technology — Security techniques — Information security management systems — Overview and vocabulary*

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