

This is a preview of "DS/ISO/IEC TS 20000-...". Click here to purchase the full version from the ANSI store.

Informationsteknologi – Serviceledelse – Del 5: Implementeringsvejledning for ISO/IEC 20000-1

Information technology – Service management –
Part 5: Implementation guidance for ISO/IEC 20000-1

DANSK STANDARD
Danish Standards Association

Göteborg Plads 1
DK-2150 Nordhavn

Tel: +45 39 96 61 01
dansk.standard@ds.dk
www.ds.dk

This is a preview of "DS/ISO/IEC TS 20000-...". [Click here to purchase the full version from the ANSI store.](#)

DS projekt: M355317
ICS: 03.080.99; 35.020

Første del af denne publikations betegnelse er:
DS/ISO/IEC TS, hvilket betyder, at det er en international teknisk specifikation, der har status som DS-information.

Denne publikations overensstemmelse er:
IDT med: ISO/IEC TS 20000-5:2022

DS-publikationen er på engelsk.

DS-publikationstyper

Dansk Standard udgiver forskellige publikationstyper.
Typen på denne publikation fremgår af forsiden.

Der kan være tale om:

Dansk standard

- standard, der er udarbejdet på nationalt niveau, eller som er baseret på et andet lands nationale standard, eller
- standard, der er udarbejdet på internationalt og/eller europæisk niveau, og som har fået status som dansk standard

DS-information

- publikation, der er udarbejdet på nationalt niveau, og som ikke har opnået status som standard, eller
- publikation, der er udarbejdet på internationalt og/eller europæisk niveau, og som ikke har fået status som standard, fx en teknisk rapport, eller
- europæisk præstandard

DS-håndbog

- samling af standarder, eventuelt suppleret med informativt materiale

DS-hæfte

- publikation med informativt materiale

Til disse publikationstyper kan endvidere udgives

- tillæg og rettelsesblade

DS-publikationsform

Publikationstyperne udgives i forskellig form som henholdsvis

- fuldtekstpublikation (publikationen er trykt i sin helhed)
- godkendelsesblad (publikationen leveres i kopi med et trykt DS-omslag)
- elektronisk (publikationen leveres på et elektronisk medie)

DS-betegnelse

Alle DS-publikationers betegnelse begynder med DS efterfulgt af et eller flere præfikser og et nr., fx **DS 383**, **DS/EN 5414** osv. Hvis der efter nr. er angivet et **A** eller **Cor**, betyder det, enten at det er et **tillæg** eller et **rettelsesblad** til hovedstandard, eller at det er indført i hovedstandard.

DS-betegnelse angives på forsiden.

Overensstemmelse med anden publikation:

Overensstemmelse kan enten være IDT, EQV, NEQ eller MOD

- **IDT:** Når publikationen er identisk med en given publikation.
- **EQV:** Når publikationen teknisk er i overensstemmelse med en given publikation, men præsentationen er ændret.
- **NEQ:** Når publikationen teknisk eller præsentationsmæssigt ikke er i overensstemmelse med en given standard, men udarbejdet på baggrund af denne.
- **MOD:** Når publikationen er modificeret i forhold til en given publikation.

This is a preview of "DS/ISO/IEC TS 20000-...". [Click here to purchase the full version from the ANSI store.](#)

First edition
2022-01-14

Information technology — Service management —

Part 5: Implementation guidance 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*



Reference number
ISO/IEC TS 20000-5:2022(E)

© ISO/IEC 2022

This is a preview of "DS/ISO/IEC TS 20000-...". [Click here to purchase the full version from the ANSI store.](#)



COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2022, Published in Switzerland

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Ch. de Blandonnet 8 • CP 401
CH-1214 Vernier, Geneva, Switzerland
Tel. +41 22 749 01 11
Fax +41 22 749 09 47
copyright@iso.org
www.iso.org

This is a preview of "DS/ISO/IEC TS 20000-...". Click here to purchase the full version from the ANSI store.

Contents

	Page
Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Key considerations	1
4.1 Understanding ISO/IEC 20000-1.....	1
4.2 Appropriate use of an SMS.....	2
4.3 Scope of an SMS.....	2
4.4 An SMS as a goal-oriented system.....	3
4.5 Support and commitment.....	3
4.6 Risk-based thinking.....	4
4.7 Project readiness.....	4
4.8 Project team.....	5
4.9 Outsourcing some part of implementation.....	6
4.10 Tools.....	6
4.11 Very small entities.....	7
4.12 Integration with other management systems.....	7
4.13 Organizational change management.....	8
5 Implementation steps	8
5.1 Implementation considerations.....	8
5.2 Phased implementation.....	9
5.2.1 General.....	9
5.2.2 Approach 1: A subset of SMS processes in each phase.....	10
5.2.3 Approach 2: Evolution of the SMS at three levels.....	13
5.3 Initiation.....	19
5.3.1 Business case development.....	19
5.3.2 Baseline assessment/gap analysis.....	19
5.3.3 Set target state.....	20
5.4 Planning.....	21
5.5 Implementation.....	22
5.6 Evaluation.....	22
5.7 Future action.....	22
6 Implementation challenges	22
7 Post-implementation	31
7.1 Monitoring and control of the SMS and improving services.....	31
7.2 Preparation for the certification audit.....	31
7.3 Post-audit actions.....	31
7.4 Organizations not seeking certification.....	32
Bibliography	33

This is a preview of "DS/ISO/IEC TS 20000-...". Click here to purchase the full version from the ANSI store.

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.

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 or www.iec.ch/members_experts/refdocs).

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. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents) or the IEC list of patent declarations received (see <https://patents.iec.ch>).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

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. In the IEC, see www.iec.ch/understanding-standards.

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

This first edition cancels and replaces the second edition ([ISO/IEC TR 20000-5:2013](http://www.iso.org/iso/IEC/TR20000-5:2013)), which has been technically revised.

The main changes are as follows:

- updated relevant content based on the release of [ISO/IEC 20000-1:2018](http://www.iso.org/iso/IEC/20000-1:2018);
- taken into account organizations which are not mature in service management;
- revised a three-phased plan to manage a service management system (SMS) implementation.

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

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 and www.iec.ch/national-committees.

This is a preview of "DS/ISO/IEC TS 20000-...". [Click here to purchase the full version from the ANSI store.](#)

Introduction

This document provides guidance for organizations on how to implement a service management system (SMS).

An SMS supports the management of the service lifecycle, including the planning, design, transition, delivery and improvement of services, which meet agreed requirements and deliver value for customers, users and the organization delivering the services. [ISO/IEC 20000-1](#) specifies requirements for planning, establishing, implementing, maintaining and continually improving an SMS.

This document focuses on providing the key considerations and different approaches for organizations which want to plan and implement an SMS for the first time or improve an existing implementation. These organizations, also known as service providers, can provide different types of services using technology and digital information. They can be of any size, sector or type, with different organizational structures or business models.

Organizations can approach the implementation of an SMS in any way: as part of a programme, a major project, or in a more incremental manner with different phases or iterations. The results of any gap analysis will determine which approach is appropriate for each organization. Organizations can use different methodologies for an SMS implementation.

This document addresses the typical steps for implementation of a phase or a whole project including project initiation, planning, implementation, evaluation and future action. Implementation of an SMS based on three maturity levels is also described in this document.

During the implementation of an SMS, an organization will potentially face many challenges. This document illustrates some of the challenges and the key considerations for overcoming them.

This is a preview of "DS/ISO/IEC TS 20000-...". [Click here to purchase the full version from the ANSI store.](#)

This is a preview of "DS/ISO/IEC TS 20000-...". Click [here](#) to purchase the full version from the ANSI store.

Information technology — Service management —

Part 5:

Implementation guidance for ISO/IEC 20000-1

1 Scope

This document provides guidance for organizations on how to implement a service management system (SMS). Organizations can use this document to implement the entire SMS in order to conform to the requirements specified in [ISO/IEC 20000-1](#), or parts of an SMS for a selected subset of requirements. This document illustrates a generic plan to manage implementation activities for an SMS.

The intended users of this document are:

- a) organizations that require support on how to implement an SMS;
- b) consultants and advisors who support an organization during SMS implementation.

This document can be used together with the other parts of [ISO/IEC 20000 series](#).

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/IEC 20000-1](#), *Information technology — Service management — Part 1: Service management system requirements*

[ISO/IEC 20000-10](#), *Information technology — Service management — Part 10: Concepts and vocabulary*