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Information technology — Service management —

Part 10: Concepts and terminology

*Technologies de l'information — Gestion des services —
Partie 10: Concepts et terminologie*



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Contents

	Page
Foreword	v
Introduction	vii
1 Scope	1
2 Terms and definitions	1
3 Terminology used in ISO/IEC 20000	6
4 Service management systems	7
4.1 General.....	7
4.2 What is an SMS.....	7
4.3 The integrated process approach.....	8
4.4 Continual improvement.....	8
4.5 What constitutes an effective SMS.....	9
4.6 Benefits of an SMS based on ISO/IEC 20000.....	9
4.6.1 General benefits of an SMS.....	9
4.6.2 Benefits from independent assessment of an SMS against ISO/IEC 20000-1.....	10
4.6.3 Benefits related to different service management scenarios.....	11
4.7 Misperceptions about an SMS and ISO/IEC 20000-1.....	12
4.7.1 Introduction.....	12
4.7.2 Misperception 1 — ISO/IEC 20000 is only for large commercial organisations..	12
4.7.3 Misperception 2 — ISO/IEC 20000 is only applicable to IT infrastructure.....	13
4.7.4 Misperception 3 — ISO/IEC 20000 is only for external service providers.....	13
4.7.5 Misperception 4 — Service providers should use a specific best practice framework to fulfil the requirements specified in ISO/IEC 20000-1.....	13
4.7.6 Misperception 5 — ISO/IEC 20000 can make service management slow, more costly and bureaucratic.....	13
5 ISO/IEC 20000	14
5.1 General.....	14
5.2 ISO/IEC 20000-1:2011 Service management system requirements.....	15
5.2.1 Scope.....	15
5.2.2 Purpose.....	15
5.3 ISO/IEC 20000-2:2012 Guidance on application of service management systems.....	15
5.3.1 Scope.....	15
5.3.2 Purpose.....	15
5.3.3 Relationship with ISO/IEC 20000-1:2011.....	15
5.4 ISO/IEC 20000-3:2012 Guidance on scope definition and applicability of ISO/ IEC 20000-1.....	16
5.4.1 Scope.....	16
5.4.2 Purpose.....	16
5.4.3 Relationship with ISO/IEC 20000-1:2011.....	16
5.5 ISO/IEC TR 20000-4:2010 Process reference model.....	16
5.5.1 Scope.....	16
5.5.2 Purpose.....	16
5.5.3 Relationship with ISO/IEC 20000-1:2011.....	17
5.6 ISO/IEC TR 20000-5:2013 Exemplar implementation plan for ISO/IEC 20000-1.....	17
5.6.1 Scope.....	17
5.6.2 Purpose.....	17
5.6.3 Relationships with ISO/IEC 20000-1:2011.....	17
5.7 ISO/IEC TR 20000-9:2015 Guidance on the application of ISO/IEC 20000-1 to cloud services.....	18
5.7.1 Scope.....	18
5.7.2 Purpose.....	18
5.7.3 Relationships with ISO/IEC 20000-1:2011.....	18
6 Other related International Standards and Technical Reports	18

This is a preview of "ISO/IEC TR 20000-10:...". Click here to purchase the full version from the ANSI store.

6.1	Closely related International Standards and Technical Reports	18
6.2	ISO/IEC TS 15504-8:2012	19
6.2.1	Scope	19
6.2.2	Purpose	19
6.2.3	Relationships with ISO/IEC 20000-1:2011	19
6.3	ISO/IEC 27013: —	19
6.3.1	Scope	19
6.3.2	Purpose	19
6.3.3	Relationships with ISO/IEC 20000-1:2011	19
6.4	ISO/IEC TR 90006:2013	20
6.4.1	Scope	20
6.4.2	Purpose	20
6.4.3	Relationships with ISO/IEC 20000-1:2011	20
6.5	Supporting International Standards	21
6.5.1	General	21
6.5.2	ISO 9000:2005	21
6.5.3	ISO 9001:2008	21
6.5.4	ISO 10007:2003	22
6.5.5	ISO/IEC 19770-1:2012	22
6.5.6	ISO/IEC 27000:2014	22
6.5.7	ISO/IEC 27001:2013	23
6.5.8	ISO/IEC 27031:2011	23
6.5.9	ISO 31000:2009	23
6.5.10	ISO/IEC 38500:2015	23
6.5.11	ISO 22301:2012	24
Bibliography		25

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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.

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).

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).

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

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: [Foreword - Supplementary information](#)

The committee responsible for this document is ISO/IEC JTC 1, *Information technology*, Subcommittee SC 40, *IT Service Management and IT Governance*.

This second edition cancels and replaces the first edition (ISO/IEC TR 20000-10:2013), which has been technically revised.

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]
- *Part 9: Guidance on the application of ISO/IEC 20000-1 to cloud services* [Technical Report]
- *Part 10: Concepts and terminology* [Technical Report]
- *Part 11: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: ITIL®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 usage and benefits of the application of service management systems for smaller organizations* [Technical Report]

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— *Part 12: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: CMMI-SVC®²⁾* [Technical Report]

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Introduction

This part of ISO/IEC 20000 provides an overview of the concepts and the terminology of ISO/IEC 20000. It establishes a common framework for helping organizations to understand the purpose of all the parts of ISO/IEC 20000 and the relationships between the parts. This part of ISO/IEC 20000 is intended to become the authoritative source for definitions used in all the parts of ISO/IEC 20000. Terms defined in this part of ISO/IEC 20000 will be removed from other published parts of ISO/IEC 20000 as they are updated.

This part of ISO/IEC 20000 also identifies other documents that have relationships with ISO/IEC 20000-1:2011 and identifies common areas with related International Standards to aid the use and integration of multiple International Standards in organizations.

This part of ISO/IEC 20000 can be used by any organization or individual involved in the planning, design, transition, delivery and improvement of services using ISO/IEC 20000-1:2011. It can also be used for those involved in the assessment or audit of service management systems (SMS), providing details of all parts of ISO/IEC 20000 and how they can be used. More specifically, this part of ISO/IEC 20000

- a) defines the terms used in ISO/IEC 20000,
- b) promotes cohesion between the parts of ISO/IEC 20000 by explaining the concepts and terminology used across all parts,
- c) contributes to the understanding of ISO/IEC 20000 by clarifying the relationships between all the parts,
- d) clarifies the possible interfaces and integration between the service provider's SMS and other management systems,
- e) provides an overview of other International Standards which can be used in combination with ISO/IEC 20000, and
- f) identifies common areas between ISO/IEC 20000-1 and other International Standards.

[Figure 1](#) represents an overview of the relationships between the parts of ISO/IEC 20000 as well as relevant frameworks and other external influences.

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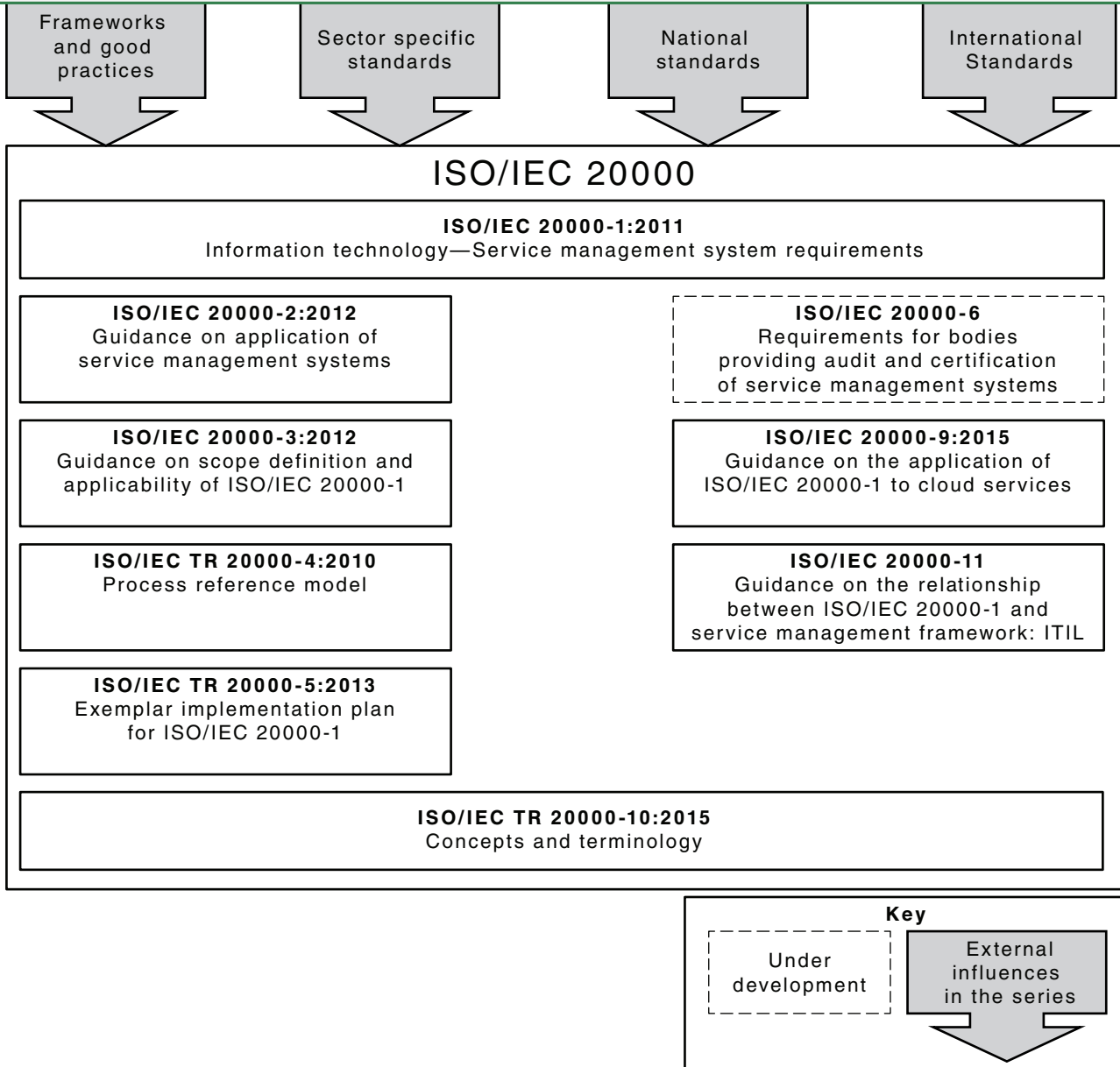


Figure 1 — Overview of parts of ISO/IEC 20000 addressed in ISO/IEC/TR 20000-10