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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.

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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.

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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.