

Australian Standard™

ICT service management

Part 1: Specification for service management

[BSI title: IT service management Part 1: Specification for service management]

This Australian Standard was prepared by Committee IT-030, IT Governance and Management. It was approved on behalf of the Council of Standards Australia on 7 June 2004.
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- Australian Chamber of Commerce and Industry
- Australian Computer Society
- Australian Defence Force Academy, University College, UNSW
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- Australian Institute of Company Directors
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PREFACE

This Standard was prepared by the Standards Australia Committee IT-030, IT Governance and Management. It is an adoption of BS 15000-1:2002 and is implemented with the permission of British Standards Publishing Limited.

This Standard is identical with, and has been reproduced from, BS 15000-1:2002, *IT service management, Part 1: Specification for service management*. BS 15000-1 was prepared by British Standards Institution (BSI) Technical Committee BDD/3.

The objective of this Standard is to define the requirements for an organization to deliver managed IT services of an acceptable quality for its customers.

This Standard is Part 1 of AS 8018—2004, *ICT service management*, which is published in parts as follows:

Part 1: Specification for service management (this Standard)

Part 2: Code of practice for service management

This Standard is to be used in conjunction with AS 8018.2—2004. It may also be used in conjunction with the following BSI publications:

- (a) DISC PD 0005, *IT Service Management—A Managers Guide*.
- (b) DISC PD 0015, *IT Service Management—Self-assessment Workbook*.

DISC PD 0005 serves as a management introduction to the detailed guidance in the IT Infrastructure Library (ITIL). The individual ITIL books offer expanded information and guidance on the subjects addressed within the scope of BS 15000-2, supported by the itSMF's Pocket Guide to IT Service Management and Dictionary of Service Management Terms, Acronyms and Abbreviations.

DISC PD 0015 is a checklist that complements this specification. This workbook has been designed to assist organizations to assess the extent to which their IT services conform to the specified requirements.

It has been assumed in the drafting of this Standard that the execution of its provisions is entrusted to appropriately qualified and experienced people. Compliance with this Standard does not confer immunity from legal obligations. An Australian Standard does not purport to include all necessary provisions of a contract. Users of Australian Standards are responsible for their correct application. Australian users of this Standard should be familiar with the requirements of AS/NZS 4360:1999, *Risk management* and HB 231:2004, *Information security risk management guidelines*.

As this Standard is reproduced from a British Standard, the following applies:

- (a) Its number does not appear on each page of text and its identity is shown only on the cover and title page.
- (b) In the source text 'this part of BS 15000' should read 'this Australian Standard'.
- (c) A full point should be substituted for a comma when referring to a decimal marker.

This preface specifies modifications that should be taken into account when reading BS 15000-1 as an Australian Standard.

The bibliography of BS 15000-1:2002 states that DISC PD 0005:2003, *IT Service Management—A Managers Guide* has not been published. This has now been published.

The reference to Figure 1 in the second paragraph of the scope should refer to Figure 2, Service management process.

In the users of the Standard listed in the Scope, add point (g) as follows:

- (g) By businesses selling IT systems, who wish to ensure their products are delivered correctly customized and configured.

All references to IT (Information Technology) shall be assumed to refer to ICT (Information and Communications Technology).

References to British Standards should be replaced by references to Australian or Australian/New Zealand Standards, as follows:

<i>Reference to British Standard</i>		<i>Australian Standard</i>	
BS ISO/IEC		AS/NZS ISO/IEC	
17799	Information technology—Code of practice for information security management	17799	Information technology—Code of practice for information security management
BS		AS/NZS	
7799	Information security management	7799	Information security management
7799-2	Part 2: Specification for information security management systems	7799.2	Part 2: Specification for information security management systems
BS EN ISO		AS ISO	
10007	Quality management systems—Guidelines for configuration management	10007	Quality management systems—Guidelines for configuration management

CONTENTS

	<i>Page</i>
Introduction	v
1 Scope	1
2 Terms and definitions	1
3 Requirements for a management system	3
4 Planning and implementing service management	4
5 Planning and implementing new or changed services	6
6 Service delivery process	6
7 Relationship processes	8
8 Resolution processes	10
9 Control processes	10
10 Release process	11
Bibliography	12
Figure 1 — Plan-Do-Check-Act methodology for service management processes	v
Figure 2 — Service management process	1
Figure 3 — Example of relationship between service providers and suppliers	9

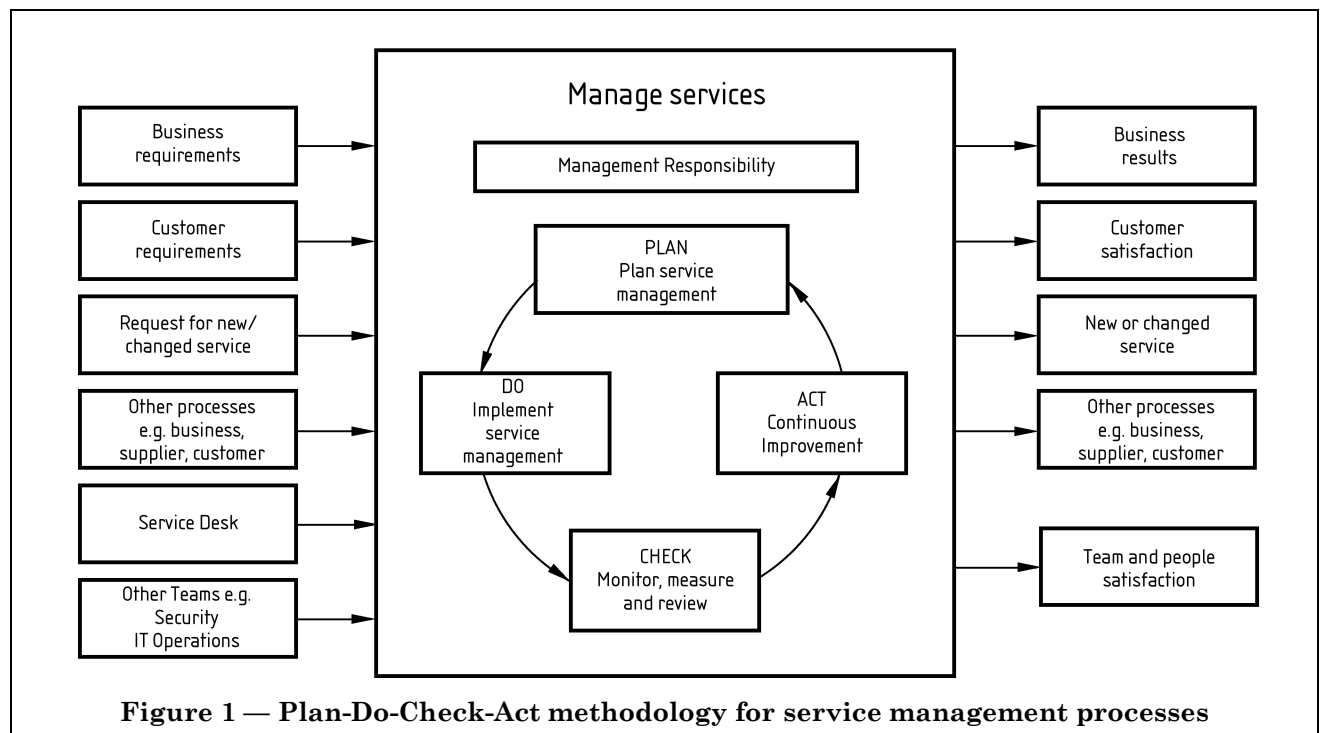
INTRODUCTION

This standard promotes the adoption of an integrated process approach to effectively deliver managed services to meet the business and customer requirements. For an organization to function effectively it has to identify and manage numerous linked activities. An activity using resources, and managed in order to enable the transformation of inputs into outputs, can be considered as a process. Often the output from one process forms an input to another.

Co-ordinated integration and implementation of the service management processes provides the ongoing control, greater efficiency and opportunities for continuous improvement. Performing the activities and processes requires people in the service desk, service support, service delivery and operations teams to be well organized and co-ordinated. Appropriate tools are also required to ensure that the processes are effective and efficient.

NOTE The methodology known as Plan-Do-Check-Act (PDCA) can be applied to all processes. PDCA can be described as follows:

- 1) Plan: establish the objectives and processes necessary to deliver results in accordance with customer requirements and the organization's policies;
- 2) Do: implement the processes;
- 3) Check: monitor and measure processes and services against policies, objectives and requirements and report the results;
- 4) Act: take actions to continually improve performance.



The model shown in Figure 1 illustrates the process and process linkages presented in Clause 5, Clause 6 and Clause 7.

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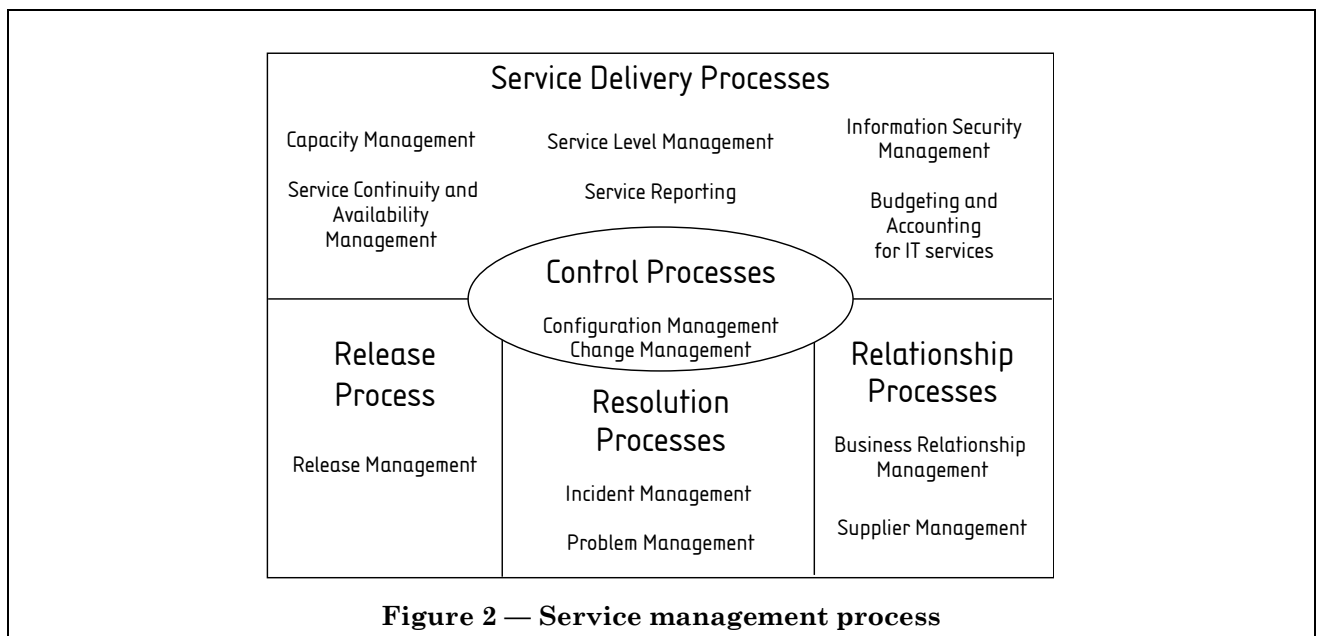
ICT service management

Part 1: Specification for service management

1 Scope

This specification defines the requirements for an organization to deliver managed services of an acceptable quality for its customers. It may be used:

- a) by businesses that are going out to tender for their services;
- b) by businesses that require a consistent approach by all service providers in a supply chain;
- c) by service providers to benchmark their IT service management;
- d) as the basis for an assessment which may lead to a formal certification;
- e) by an organization who needs to demonstrate the ability to provide services that meet customer requirements; and
- f) by an organization which aims to improve service through the effective application of processes to monitor and improve service quality.



This standard specifies a number of closely related service management processes, as shown in Figure 1.

The relationships between the processes depend on the application within an organization and are generally too complex to model and therefore relationships between processes are not shown in this diagram.

The list of objectives and controls contained in this specification are not exhaustive, and an organization may consider that additional objectives and controls are necessary to meet their particular business needs. The nature of the business relationship between the service provider and business will determine how the requirements in this Standard are implemented in order to meet the overall objective.

2 Terms and definitions

For the purposes of this part of BS 15000, the following terms and definitions apply.

2.1

availability

ability of a component or service to perform its required function at a stated instant or over a stated period of time

NOTE Availability is usually expressed as a ratio of the time that the service is actually available for use by the business to the agreed service hours.