



AS ISO/IEC 20000.1 — 2007
**Information Technology—
Service Management—Part 1: Specification**



Australian
STANDARD

AS →

This Australian Standard® was prepared by Committee IT-030, ICT Governance and Management. It was approved on behalf of the Council of Standards Australia on 15 January 2007.

This Standard was published on 22 February 2007.

The following are represented on Committee IT-030:

- Australian Bankers Association
- Australian Chamber of Commerce and Industry
- Australian Computer Society
- Australian Electrical and Electronic Manufacturers Association
- Australian Information Industry Association
- Australian Institute of Company Directors
- Australian Institute of Project Management
- Australian Prudential Regulation Authority
- Consumer's Federation of Australia
- Council of Small Business Organisations of Australia
- Department of Communications, Information Technology and the Arts
- Department of Defence
- Department of Finance & Administration (Federal)
- Engineers Australia
- Information Systems, Audit and Control Association
- IT Service Management Forum
- Macquarie University
- Project Management Institute
- RMIT University
- Society of Consumer Affairs Professionals
- Software Quality Association (ACT)

Additional interests:

- Baptist Community Services
- DISplay
- ECUAD
- EDS (Australia)
- Fox IT
- HCI Consulting
- Hutchison 3G Australia
- Infonomics
- Integral Energy
- Intrinsic IT
- ItSMF
- LucidIT
- Pink Elephant
- Synergy International
- Telstra
- Tech Partners Consulting

This Standard was issued in draft form for comment as DR 06555.

Standards Australia wishes to acknowledge the participation of the expert individuals that contributed to the development of this Standard through their representation on the Committee and through public comment period.

Keeping Standards up-to-date

Australian Standards® are living documents that reflect progress in science, technology and systems. To maintain their currency, all Standards are periodically reviewed, and new editions are published. Between editions, amendments may be issued.

Standards may also be withdrawn. It is important that readers assure themselves they are using a current Standard, which should include any amendments that may have been published since the Standard was published.

Detailed information about Australian Standards, drafts, amendments and new projects can be found by visiting www.standards.org.au

Standards Australia welcomes suggestions for improvements, and encourages readers to notify us immediately of any apparent inaccuracies or ambiguities. Contact us via email at mail@standards.org.au, or write to Standards Australia, GPO Box 476, Sydney, NSW 2001.

Australian Standard[®]

**Information technology—Service
management**

Part 1: Specification

Originated as AS 8018.1—2004.
Revised and redesignated as AS ISO/IEC 20000.1—2007.

COPYRIGHT

© Standards Australia

All rights are reserved. No part of this work may be reproduced or copied in any form or by any means, electronic or mechanical, including photocopying, without the written permission of the publisher.

Published by Standards Australia GPO Box 476, Sydney, NSW 2001, Australia
ISBN 0 7337 8044 X

PREFACE

This Standard was prepared by the Standards Australia Committee IT-030, ICT Governance and Management to supersede AS 8018.1—2004, *ICT service management, Part 1: Specifications for service management*.

This Standard is identical with, and has been reproduced from ISO/IEC 20000-1:2005, *Information technology—Service management—Part 1: Specification*.

The objective of this Standard is to provide standardization in the field of information technology management and governance, and in particular in the fields of:

- (a) Governance of ICT in Business Operations.
- (b) IT Service Management.

It is based on the knowledge and experience gained by experts working in the field of information technology management. It can be used in conjunction with a number of best practice standards and publications, listed in the Bibliography and the Australian national Appendix ZA which has been added to the source text.

References to International Standards should be replaced by references to Australian Standards. The equivalent Australian Standards can be sourced from the Standards Australia website at: <http://www.standards.org.au/>.

As this Standard is reproduced from an international standard, the following applies:

- (i) Its number appears on the cover and title page while the international standard number appears only on the cover.
- (ii) In the source text ‘this part of ISO/IEC 20000’ should read ‘this Australian Standard’.
- (iii) A full point substitutes for a comma when referring to a decimal marker.
- (iv) In the Bibliography add AS/NZS ISO 19011:2003, *Guidelines for quality and/or environmental management systems auditing*.
- (v) For information technology security techniques refer to the ISO 27000 series of standards.

This Standard belongs to a series of Australian Standards promoting adherence to the principles of corporate governance. In particular:

- (A) AS 8000, *Corporate governance—Good governance principles*.
- (B) AS 8015, *Corporate governance of information and communication technology*.

CONTENTS

	<i>Page</i>
1	Scope..... 1
2	Terms and definitions 2
3	Requirements for a management system..... 3
3.1	Management responsibility 3
3.2	Documentation requirements 4
3.3	Competence, awareness and training..... 4
4	Planning and implementing service management..... 4
4.1	Plan service management (Plan) 5
4.2	Implement service management and provide the services (Do) 6
4.3	Monitoring, measuring and reviewing (Check) 6
4.4	Continual improvement (Act) 7
4.4.1	Policy 7
4.4.2	Management of improvements 7
4.4.3	Activities..... 7
5	Planning and implementing new or changed services 7
6	Service delivery process 8
6.1	Service level management 8
6.2	Service reporting 9
6.3	Service continuity and availability management 9
6.4	Budgeting and accounting for IT services..... 10
6.5	Capacity management 10
6.6	Information security management..... 10
7	Relationship processes 11
7.1	General 11
7.2	Business relationship management..... 11
7.3	Supplier management..... 12
8	Resolution processes 13
8.1	Background..... 13
8.2	Incident management..... 13
8.3	Problem management..... 13
9	Control processes 14
9.1	Configuration management..... 14
9.2	Change management 14
10	Release process 15
10.1	Release management process..... 15
	Bibliography..... 16

INTRODUCTION

This part of ISO/IEC 20000 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 continual 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.

It is assumed that the execution of the provisions of this part of ISO/IEC 20000 is entrusted to appropriately qualified and competent people.

An International Standard does not purport to include all necessary provisions of a contract. Users of International Standards are responsible for their correct application.

Compliance with an International Standard does not of itself confer immunity from legal obligations.

AUSTRALIAN STANDARD

Information technology — Service management —

Part 1: Specification

1 Scope

This part of ISO/IEC 20000 defines the requirements for a service provider 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 independent assessment;
- e) by an organization which 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.

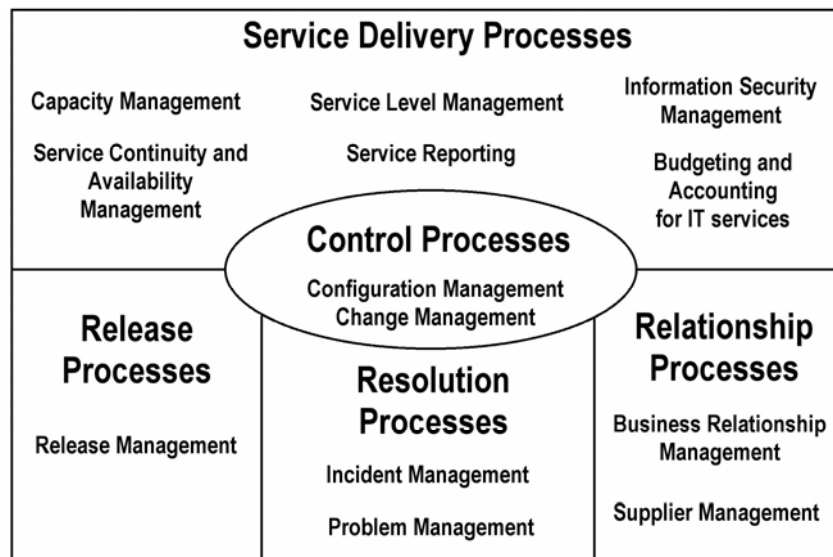


Figure 1 — Service management processes

This part of ISO/IEC 20000 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.