

Australian/New Zealand Standard™

**Information technology—Service  
management**

**Part 3: Guidance on scope definition  
and applicability of ISO/IEC 20000-1**



## **AS/NZS ISO/IEC 20000.3:2014**

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee IT-030, ICT Governance and Management. It was approved on behalf of the Council of Standards Australia on 5 August 2014 and on behalf of the Council of Standards New Zealand on 1 August 2014.

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*This Standard was issued in draft form for comment as  
DR AS/NZS ISO/IEC 20000-3:2014.*

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Australian/New Zealand Standard™

## **Information technology—Service management**

### **Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1**

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## PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee IT-030, ICT Governance and Management.

This Standard is identical with, and has been reproduced from ISO/IEC 20000-3:2012, *Information technology—Service management, Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1*.

The objective of this Standard is to provide standardization in the field of service management. In particular, it provides guidance on the scope definition, applicability and demonstration of conformity for service providers aiming to meet the requirements of AS ISO/IEC 20000.1. It also provides guidance for service providers that are planning service improvements and are intending to use ISO/IEC 20000. It may be used in conjunction with AS ISO/IEC 20000.2, which provides guidance on the application of AS ISO/IEC 20000.1.

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

- (a) In the source text ‘this part of IEC/ISO 20000’ should read ‘this Australian/New Zealand Standard’.
- (b) A full point substitutes for a comma when referring to a decimal marker.

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

<i>Reference to International Standard</i>		<i>Australian Standard</i>	
ISO/IEC		AS ISO/IEC	
20000	Information technology—Service management	20000	Information technology—Service management
20000-1	Part 1: Service management system requirements	20000.1	Part 1: Service management system requirements
20000-2	Part 2: Guidance on the application of service management systems	20000.2	Part 2: Guidance on the application of service management systems

Only normative references that have been adopted as Australian or Australian/New Zealand Standard have been listed.

The term ‘informative’ has been used in this Standard to define the application of the annex to which it applies. An ‘informative’ annex is only for information and guidance.

The Australian representatives of IT-030 participated in the ISO/IEC JTC 1 working group that produced ISO/IEC 20000-3:2013 and also its predecessor, ISO/IEC TR 20000-3:2009.

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## INTRODUCTION

ISO/IEC 20000-1 specifies requirements for a service management system (SMS). Operating the processes in a particular system or service environment will result in specific skill, tool and information requirements, even though the process attributes are unchanged. There are no requirements in ISO/IEC 20000-1 that relate to organizational structure, size and type of organization. The requirements in ISO/IEC 20000-1 do not change with organizational structure, technology or service.

Service management processes can cross many organizational, legal and national boundaries as well as different time zones. Service providers can rely on a complex supply chain for the delivery of services. Service providers can also provide a range of services to several different types of customers, both internal and external. A complex supply chain can make the agreement and application of scope a complex stage in the service provider's use of ISO/IEC 20000-1.

This part of ISO/IEC 20000 takes the form of examples, guidance and recommendations. It should not be quoted as if it were a specification of requirements. Particular care should be taken to ensure that declarations of conformity are not misleading.

## AUSTRALIAN/NEW ZEALAND STANDARD

**Information technology—Service management****Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1****1 Scope**

This part of ISO/IEC 20000 includes guidance on scope definition, applicability and demonstration of conformity to the requirements specified in ISO/IEC 20000-1.

The guidance in this part of ISO/IEC 20000 will assist the service provider to plan service improvements and/or prepare for a conformity assessment against ISO/IEC 20000-1.

This part of ISO/IEC 20000 will assist in establishing if ISO/IEC 20000-1 is applicable to a service provider's circumstances. It illustrates how the scope of an SMS can be defined, irrespective of whether the service provider has experience of defining the scope of other management systems.

Guidance on types of conformity assessment and assessment standards is included.

The scenarios and examples given use a series of commonly found and practical service provider circumstances.

This part of ISO/IEC 20000 will be useful for consultants and assessors. It supplements the guidance on the application of ISO/IEC 20000-1 given in ISO/IEC 20000-2.

**2 Normative references**

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 20000-1:2011, *Information technology — Service management — Part 1: Service management system requirements*

**3 Terms and definitions**

For the purposes of this document, the terms and definitions given in ISO/IEC 20000-1 apply.