

Australian/New Zealand Standard™

**Information technology —
Service management**

**Part 2: Guidance on the application of
service management systems**



AS/NZS ISO/IEC 20000.2:2020

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Preface

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee IT-030, ICT Governance and Management, to supersede AS ISO/IEC 20000.2—2013, *Information technology— Service management, Part 2: Guidance on the application of service management systems*.

The objective of this Standard is to provide guidance on the application of a service management system (SMS) based on AS/NZS ISO/IEC 20000.1. It provides examples and recommendations to enable organizations to interpret and apply AS/NZS ISO/IEC 20000.1, including references to other parts of the AS/NZS ISO/IEC 20000 series and other relevant standards.

An SMS as designed by an organization cannot exclude any of the requirements specified in AS/NZS ISO/IEC 20000.1.

This Standard is identical with, and has been reproduced from, ISO/IEC 20000-2:2019, *Information technology — Service management — Part 2: Guidance on the application of service management systems*.

As this document has been reproduced from an International Standard, a full point substitutes for a comma when referring to a decimal marker.

Australian or Australian/New Zealand Standards that are identical adoptions of international normative references may be used interchangeably. Refer to the online catalogue for information on specific Standards.

The terms “normative” and “informative” are used in Standards to define the application of the appendices or annexes to which they apply. A “normative” appendix or annex is an integral part of a Standard, whereas an “informative” appendix or annex is only for information and guidance.

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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.

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) or the IEC list of patent declarations received (see <http://patents.iec.ch>).

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

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 40, *IT Service Management and IT Governance*.

This third edition cancels and replaces the second edition (ISO/IEC 20000-2:2012), which has been technically revised.

The main changes from the previous edition are as follows:

- a) updated to align with ISO/IEC 20000-1:2018;
- b) improved consistency and clarity of guidance for each clause with these consistent elements: Required activities, Explanation (which includes purpose statement), and Other information (which includes guidance on documented information and roles and authorities);
- c) added an Annex ([Annex A](#)) that compiles all of the mandatory documented information called for in ISO/IEC 20000-1.

A list of all parts in the ISO/IEC 20000 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

This document provides guidance for establishing, implementing, maintaining, and continually improving a service management system (SMS). An SMS supports the management of the service lifecycle, including the planning, design, transition, delivery, and improvement of services, which fulfil agreed requirements and deliver value for customers, users, and the organization delivering the services.

The adoption of an SMS is a strategic decision for an organization and is influenced by the organization's objectives, the governing body, other parties involved in the service lifecycle and the need for effective and resilient services. The guidance in this document aligns with ISO/IEC 20000-1:2018. This document (ISO/IEC 20000-2) is intentionally independent of guidance for the management of any specific type of service. The organization can use a combination of generally accepted frameworks and its own experience. Improvement for service management can use common improvement methodologies and apply them to the SMS and the services. Appropriate tools for service management can be used to support the SMS. Implementation and operation of an SMS provides ongoing visibility, control of services, and continual improvement, leading to greater effectiveness and efficiency. Improvement for service management applies to the SMS and the services.

The clause structure in this document (i.e. clause numbering and sequence) aligns with ISO/IEC 20000-1:2018 and the terms used in this document align with ISO/IEC 20000-1:2018 and ISO/IEC 20000-10:2018.

NOTES

Australian/New Zealand Standard

Information technology — Service management

Part 2: Guidance on the application of service management systems

1 Scope

1.1 General

This document provides guidance on the application of a service management system (SMS) based on ISO/IEC 20000-1. It provides examples and recommendations to enable organizations to interpret and apply ISO/IEC 20000-1, including references to other parts of ISO/IEC 20000 and other relevant standards.

[Figure 1](#) illustrates an SMS with the clause content of ISO/IEC 20000-1. It does not represent a structural hierarchy, sequence, or authority levels.

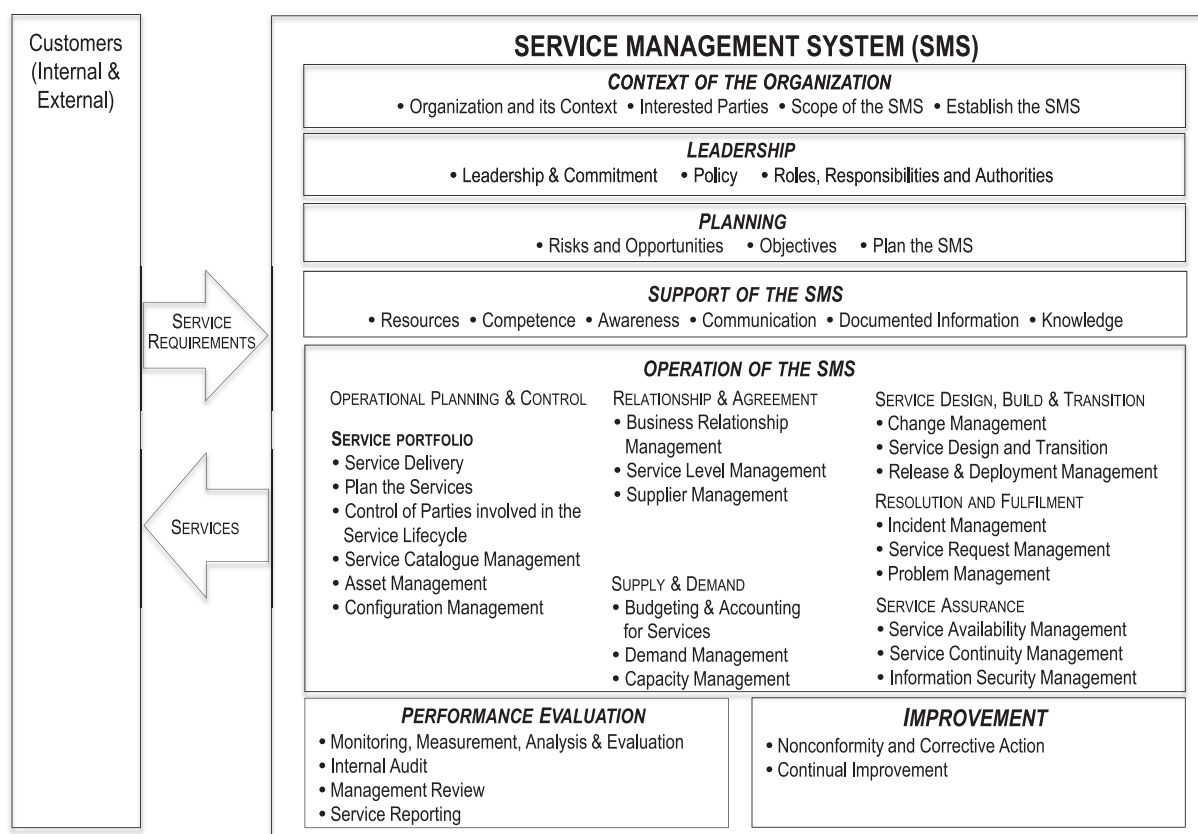


Figure 1 — Service management system

The structure of clauses is intended to provide a coherent presentation of requirements, rather than a model for documenting an organization's policies, objectives, and processes. Each organization can choose how to combine the requirements into processes. The relationship between each organization and its customers, users, and other interested parties influences how the processes are implemented. However, an SMS as designed by an organization cannot exclude any of the requirements specified in ISO/IEC 20000-1.

The term 'service' as used in this document refers to the services in the scope of the SMS. The term 'organization' as used in this document refers to the organization in the scope of the SMS. The organization in the scope of the SMS can be part of a larger organization, for example an IT department