

# Revised International Standard for Service Management ISO/IEC 20000-1:2018



## Executive briefing

Whether you're an internal service department or an external service provider, delivering a quality service valued by your stakeholders is essential. And that's where ISO/IEC 20000 can help.

ISO/IEC 20000-1, the international standard for Service Management Systems (SMS), has been updated to help organizations better respond to increasing service demands and a changing service delivery environment.

### The purpose of ISO/IEC 20000-1

To specify requirements for establishing, implementing, maintaining and continually improving an SMS to support the management of the service lifecycle, from planning to delivery, as well as to deliver value for customers, users and the service organization.

### Broader SMS application

Though ISO/IEC 20000-1 is largely used for IT services, the standard is increasingly used outside of IT where service management (SM) is moving into the enterprise. Common areas include facilities management and business process outsourcing.

### Service management trends

To ensure ISO/IEC 20000-1 remains applicable to service delivery environments today and in the future, the revised standard addresses key service management trends including:

- Increasing use of commodity services, such as cloud services or 'XXX as a service'. ISO/IEC 20000-1:2018 removes some of the need for customer agreements and simplifies supplier contract requirements
- To support service integration and management, where multiple suppliers are managed by an internal or external service integrator, co-ordination and integration requirements are now included
- The increasing demand to add value for customers has resulted in a greater emphasis on determining intended outcomes of the services and the value they deliver
- With emerging service management methods, changes have been made so ISO/IEC 20000-1:2018 can be used with new and established frameworks such as ITIL, Agile, DevOps, IT4IT and VeriSM

### Strategic focus on the leadership requirements

The revised standard takes a more strategic focus to deliver an optimized performance for you and your customers.

As a leader, your commitment and support is crucial to the success of your SMS and the delivery of services. It's important to recognize the blurring of IT and business services. This is supported by new top management requirements, for example the SM policy and SM objectives need to be aligned with the strategic direction of the organization. Plus the requirement that the SMS must also be integrated into the organization's business processes.

These updates are particularly important considering that currently only 41% of IT professionals believe that IT Service Management's role is closely aligned with the organization's business strategy\*

### Increased planning requirements to ensure success

There's an increased focus on planning to drive improved performance. This includes:

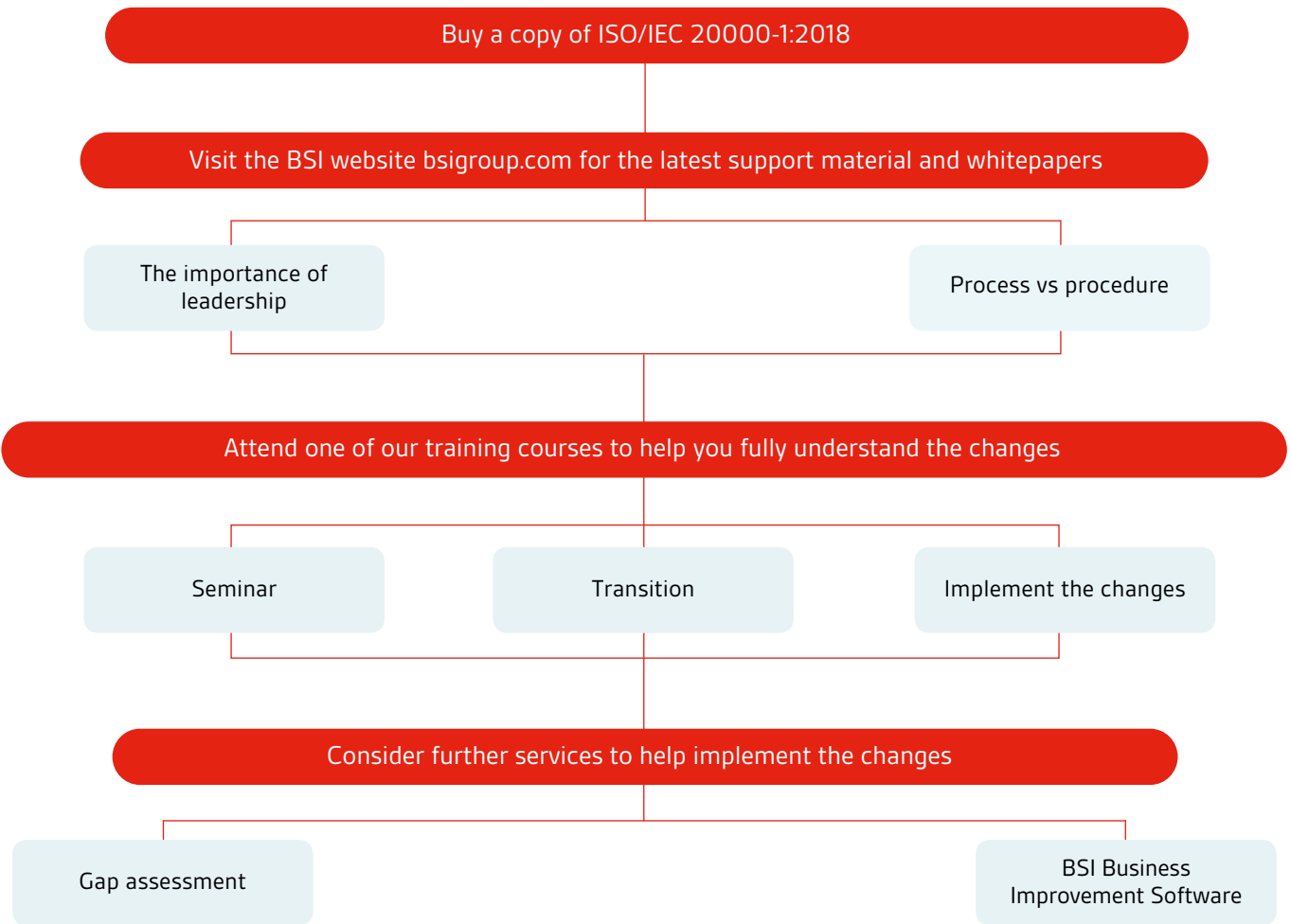
- Planning actions to address risks and opportunities for the SMS and the services
- Planning to achieve measurable SM objectives
- Planning for services – identifying criticality and aligning services and proposed changes with the SM policy/objectives, resources and needs

### Your basis for an integrated approach to standards

ISO/IEC 20000-1 is now aligned to the high level structure, so you have a consistent framework to integrate different management system standards and maximize your investment. You can match sub-clauses against the top-level structure and apply common language across all standards. Plus you'll find it easier to incorporate your SMS into the core business processes.

\*AXELOS IT Service Management Benchmarking Report 2017

# ISO/IEC 20000-1:2018 Journey



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