Final
Standard

ISO/IEC 20000-1

Understanding the requirements of
ISO/IEC 20000-1:2011 and
ISO/IEC 20000-1:2018

Mapping guide

bsi.

...making excellence a habit.™

Improve the quality of your service delivery with **ISO/IEC 20000-1**

"ISO/IEC 20000-1 sends a powerful message that we have the processes to cover the design, transition, delivery and improvement of services that fulfil our clients' requirements. It helps us stand out."

Leading UK-based telecommunications provider

Contents

Introduction

In today's dynamic business environment, service delivery continues to evolve and advance, presenting new opportunities and challenges for business. As service providers, it is important to not only make sure the appropriate services are delivered, but that they adapt and align with business objectives.

The update to ISO/IEC 20000-1 aims to provide a clear set of best practice requirements to help organizations deliver consistent and robust services that continue to evolve with the demands of users. The anticipated benefits of ISO/IEC 20000-1:2018 include:

Brings service management and service delivery into the heart of your business

The updated standard helps ensure that service management is integrated and aligned with the business strategies of your organization. This strategic focus will result in optimizing the performance of your service management system (SMS), making it more effective for you and your customers.

Tracks the changing trends in service management

Service management and service delivery are changing constantly. The international standard needed to evolve to allow today and tomorrow's trends to still be applicable to ISO/IEC 20000-1. The standard has been updated in several ways to do this.

The requirements now concentrate on what to do and not how to do it. This will make it easier to use different methods with ISO/IEC 20000-1 such as ITIL, Devops, Agile, Lean, SIAM, VeriSM.

The commoditization of services means that it's not always possible, or desirable, to agree some items with customers. For example, agreeing a definition of an emergency change. Therefore, some changes have been made to requirements to allow for commodity services.

Less prescriptive documentation

The update has reduced the requirements for documentation and procedures which will provide greater flexibility, making it easier to apply to any service management system.

Enables integration of management systems

It adopts the new high-level structure applicable to all new ISO management systems standards, making it much easier to implement an integrated management system. The most commonly seen integrations with ISO/IEC 20000-1 are with ISO 9001, quality, and ISO/IEC 27001, information security.

Allows a smooth transition from the 2011 edition to the revised edition

The effort and investment in your existing service management system is not wasted. There is a clear transition path. There are some new requirements, a few simplified requirements and many of the existing requirements remain.
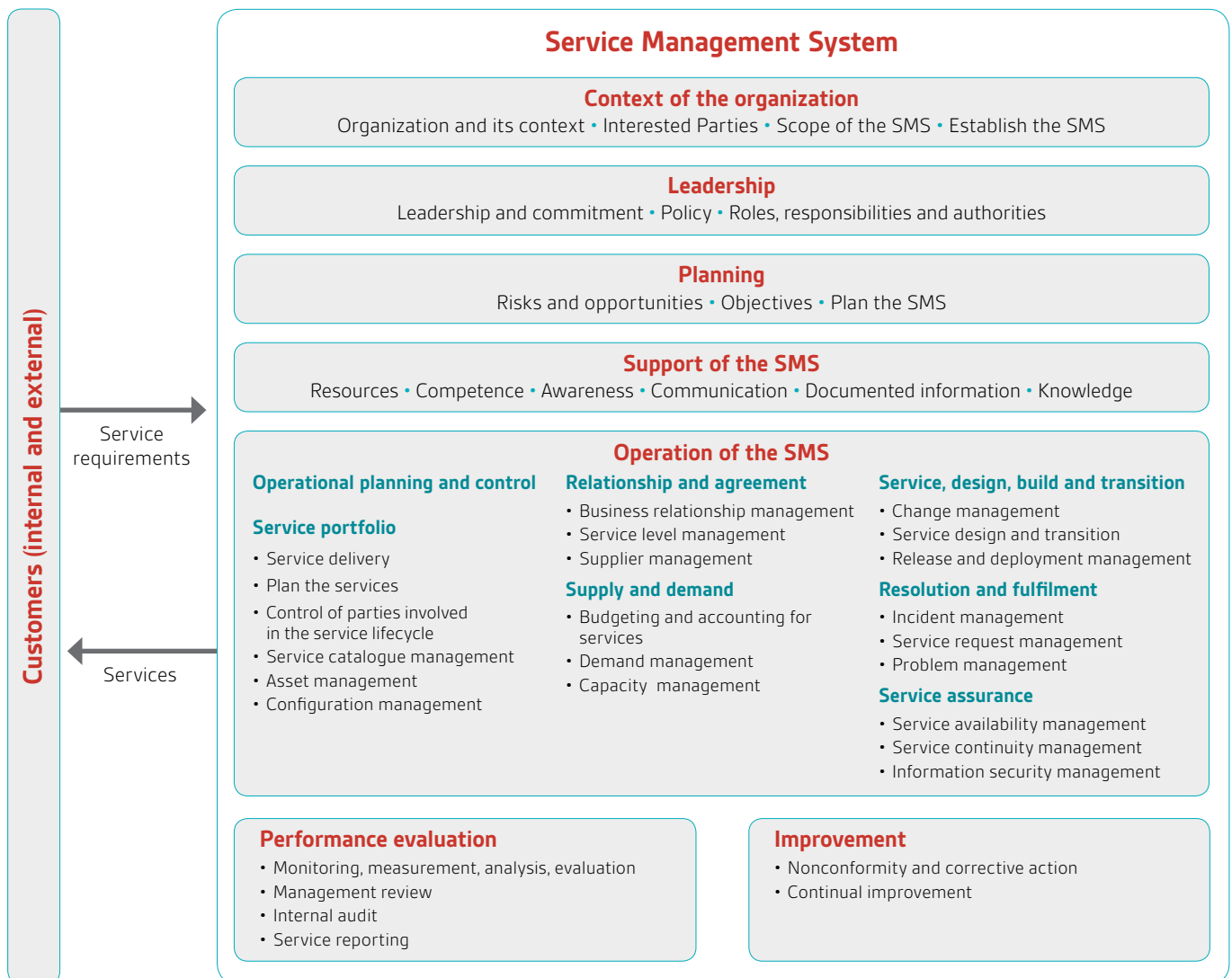
About this guide

This document presents a mapping between the requirements of ISO/IEC 20000-1:2011 Service Management System (SMS) and ISO/IEC 20000-1:2018. It has been designed for guidance purposes only and provides the following:

1. An overview of the key changes and additions to the ISO/IEC 20000-1 requirements

2. A mapping between requirements in ISO/IEC 20000-1:2011 and ISO/IEC 20000-1:2018

3. The reverse mapping

The mapping tables are designed to help you further investigate the degree of correspondence between the two versions of the standard and the different ways they express the requirements.

Figure 1: The Service Management System (SMS)

This looks more detailed than the previous version, because many of the processes have been separated and some new ones added.

Customers (internal and external)

Service requirements →

← Services

Service Management System

Context of the organization
Organization and its context • Interested Parties • Scope of the SMS • Establish the SMS

Leadership
Leadership and commitment • Policy • Roles, responsibilities and authorities

Planning
Risks and opportunities • Objectives • Plan the SMS

Support of the SMS
Resources • Competence • Awareness • Communication • Documented information • Knowledge

Operation of the SMS

Operational planning and control

Service portfolio
• Service delivery
• Plan the services
• Control of parties involved in the service lifecycle
• Service catalogue management
• Asset management
• Configuration management

Relationship and agreement
• Business relationship management
• Service level management
• Supplier management

Supply and demand
• Budgeting and accounting for services
• Demand management
• Capacity management

Service, design, build and transition
• Change management
• Service design and transition
• Release and deployment management

Resolution and fulfilment
• Incident management
• Service request management
• Problem management

Service assurance
• Service availability management
• Service continuity management
• Information security management

Performance evaluation
• Monitoring, measurement, analysis, evaluation
• Management review
• Internal audit
• Service reporting

Improvement
• Nonconformity and corrective action
• Continual improvement

Comparing ISO/IEC 20000-1:2018 with ISO/IEC 20000-1:2011

Overview of new and updated concepts in ISO/IEC 20000-1:2018

ISO/IEC 20000-1:2018 is based on Annex SL – the new ISO high-level structure (HLS) that brings a common framework to all management systems. This helps to keep consistency and align different management system standards by providing matching sub-clauses within the high-level structure and applying common terminology across all standards.

The key changes are listed below:

New/updated concept	Comment
Context of the organization	A new clause from Annex SL which provides a greater understanding of the factors that can affect the organization, positively or negatively, and the interested parties (stakeholders) of the organization with their requirements for service management and the services.
New clauses	Requirements have been added for Plan the services and Knowledge. Annex SL has also led to requirements for Planning to achieve objectives being added.
Significant updates	No clauses have been deleted but some requirements from clauses in the 2011 edition have been moved to clauses with new titles.
	Some clauses have significant updates - Actions to address risks and opportunities; Establish objectives; Communication; Monitoring, measurement, analysis and evaluation; Nonconformity and corrective action. The 2011 edition clause 'Governance of processes operated by other parties' has significant updates and has been renamed as 'Control of parties involved in the service lifecycle.'
Simplified clauses	Many clauses have been simplified to concentrate on what to do, rather than details about how to carry out the requirements e.g. the Budgeting and accounting for services process has been considerably simplified.
Separated combined clauses	Clauses that were previously combined for Incident management, Service request management, Service continuity management, Service availability management, Service level management, Service catalogue management, Capacity management and Demand management have now been separated into individual clauses.
Documented information and procedures	Reduction in the number of required documents. Less prescriptive e.g. documented availability and capacity plans have been replaced with requirements to agree service availability requirements and targets and to plan for capacity.
Service reporting	The requirements to produce the actual reports are now embedded within relevant sub-clauses 8, 9 and 10. 2018 Clause 9.4 has the high-level requirements for reporting in general.
Service provider	Replaced by Organization which is used across all standards using Annex SL.
Internal group	Replaced by Internal supplier; As a result of this, the term Supplier has been replaced by External supplier.
Configuration Management Database (CMBD)	Replaced by Configuration information.
Information security definition	Aligned with the definition in ISO/IEC 27000 to enable integration with ISO/IEC 27001. As a result of this, Availability has changed to Service availability.

Making the transition

Table 1: Clause cross reference from ISO/IEC 20000-1:2011 to ISO/IEC 20000-1:2018

This is useful if you are considering a transition project from ISO/IEC 20000-1:2011 to the new version.

ISO/IEC 20000-1:2011			ISO/IEC 20000-1:2018	
4.1	**Management responsibility**	5	Leadership	
4.1.1	Management commitment	4.4	Service management system	
		5.1	Leadership and commitment	
		6.1	Actions to address risks and opportunities	
		6.2.1	Establish objectives	
		7.3	Awareness	
4.1.2	Service management policy	5.2	Policy	
		7.3	Awareness	
4.1.3	Authority, responsibility and communication	5.3	Organizational roles, responsibilities and authorities	
		7.4	Communication	
4.1.4	Management representative	4.2	Understanding the needs and expectations of interested parties	
		5.3	Organizational roles, responsibilities and authorities	
		8.1	Operational planning and control	
		8.2.2	Plan the services	
		8.2.5	Asset management	
4.2	**Governance of processes operated by other parties**	8.2.3	Control of parties involved in the service lifecycle	
		8.1	Operational planning and control	
4.3	**Documentation management**	7.5	Documented information	
4.3.1	Establish and maintain documents	7.5.1	General	
		7.5.4	Service management system documented information	
4.3.2	Control of documents	7.5.2	Creating and updating documented information	
		7.5.3	Control of documented information	
4.3.3	Control of records	7.5.3	Control of documented information	
4.4	**Resource management**	7.1	Resources	
		7.2	Competence	
4.4.1	Provision of resources	7.1	Resources	
4.4.2	Human resources	7.2	Competence	
		7.3	Awareness	

Table 1 – *Continued*

ISO/IEC 20000-1:2011			ISO/IEC 20000-1:2018	
4.5	**Establish and improve the SMS**	4	Context of the organization	
		6	Planning	
		8	Operation of the service management system	
		9	Performance evaluation	
		10	Improvement	
4.5.1	Define scope	4.3	Determining the scope of the service management system	
4.5.2	Plan the SMS (Plan)	6.1	Actions to address risks and opportunities	
		6.3	Plan the service management system	
4.5.3	Implement and operate the SMS (Do)	4.4	Service management system	
		8.1	Operational planning and control	
		8.2.1	Service delivery	
4.5.4	Monitor and review the SMS (Check)	9	Performance evaluation	
4.5.4.1	General	9.1	Monitoring, measurement, analysis and evaluation	
		9.2	Internal audit	
		9.3	Management review	
4.5.4.2	Internal audit	9.2	Internal audit	
		10.1	Nonconformity and corrective action	
4.5.4.3	Management review	9.3	Management review	
4.5.5	Maintain and improve the SMS (Act)	10	Improvement	
4.5.5.1	General	10.1	Nonconformity and corrective action	
		10.2	Continual improvement	
4.5.5.2	Management of improvements	10.2	Continual improvement	
5	**Design and transition of new or changed services**	8.5.2	Service design and transition	
5.1	General	8.5.1.2	Change management initiation	
5.2	Plan new or changed services	8.2.2	Plan the services	
		8.2.3	Control of parties involved in the service lifecycle	
		8.5.2.1	Plan new or changed services	
5.3	Design and development of new or changed services	8.5.2.2	Design	
		8.5.2.3	Build and transition	
5.4	Transition of new or changed services	8.5.2.3	Build and transition	
6	**Service delivery processes**	8	Operation of the service management system	
6.1	Service level management	8.3.3	Service level management	
		8.2.4	Service catalogue management	
		8.3.4.2	Management of internal suppliers and customers acting as a supplier	

Table 1 – *Continued*

ISO/IEC 20000-1:2011			ISO/IEC 20000-1:2018	
6.2	Service reporting		8.3.2	Business relationship management
			8.3.3	Service level management
			8.5.2.3	Build and transition
			8.6.1	Incident management
			8.7.2	Service continuity management
			9.2.2	Internal audit
			9.4	Service reporting
			10.1.2	Nonconformity and corrective action
6.3	Service continuity and availability management		8.7.1	Service availability management
			8.7.2	Service continuity management
6.3.1	Service continuity and availability requirements		8.7.2	Service continuity management
6.3.2	Service continuity and availability plans		8.5.1.3	Change management activities
			8.7.1	Service availability management
6.3.3	Service continuity and availability monitoring and testing		8.7.2	Service continuity management
6.4	Budgeting and accounting for services		8.4.1	Budgeting and accounting for services
6.5	Capacity management		8.4.2	Demand management
			8.4.3	Capacity management
6.6	Information security management		8.7.3	Information security management
6.6.1	Information security policy		6.1	Actions to address risks and opportunities
			8.7.3.1	Information security policy
6.6.2	Information security controls		8.7.3.2	Information security controls
6.6.3	Information security changes and incidents		8.5.1.3	Change management activities
			8.7.3.3	Information security incidents
7	**Relationship processes**		8.3	Relationship and agreement
7.1	Business relationship management		4.2	Understanding the needs and expectations of interested parties
			8.3.2	Business relationship management
7.2	Supplier management		8.3.1	Relationship and agreement, General
			8.3.4.1	Management of external suppliers
8	**Resolution processes**		8.6	Resolution and fulfilment
8.1	Incident and service request management		8.6.1	Incident management
			8.6.2	Service request management
8.2	Problem management		8.6.3	Problem management
9	**Control processes**		8.2.6	Configuration management
			8.5	Service design, build and transition

Table 1 – *Continued*

ISO/IEC 20000-1:2011		ISO/IEC 20000-1:2018	
9.1	Configuration management	8.2.6	Configuration management
		8.5.3	Release and deployment management
9.2	Change management	8.1	Operational planning and control
		8.5.1.1	Change management policy
		8.5.1.2	Change management initiation
		8.5.1.3	Change management activities
9.3	Release and deployment management	8.5.1.3	Change management activities
		8.5.3	Release and deployment management
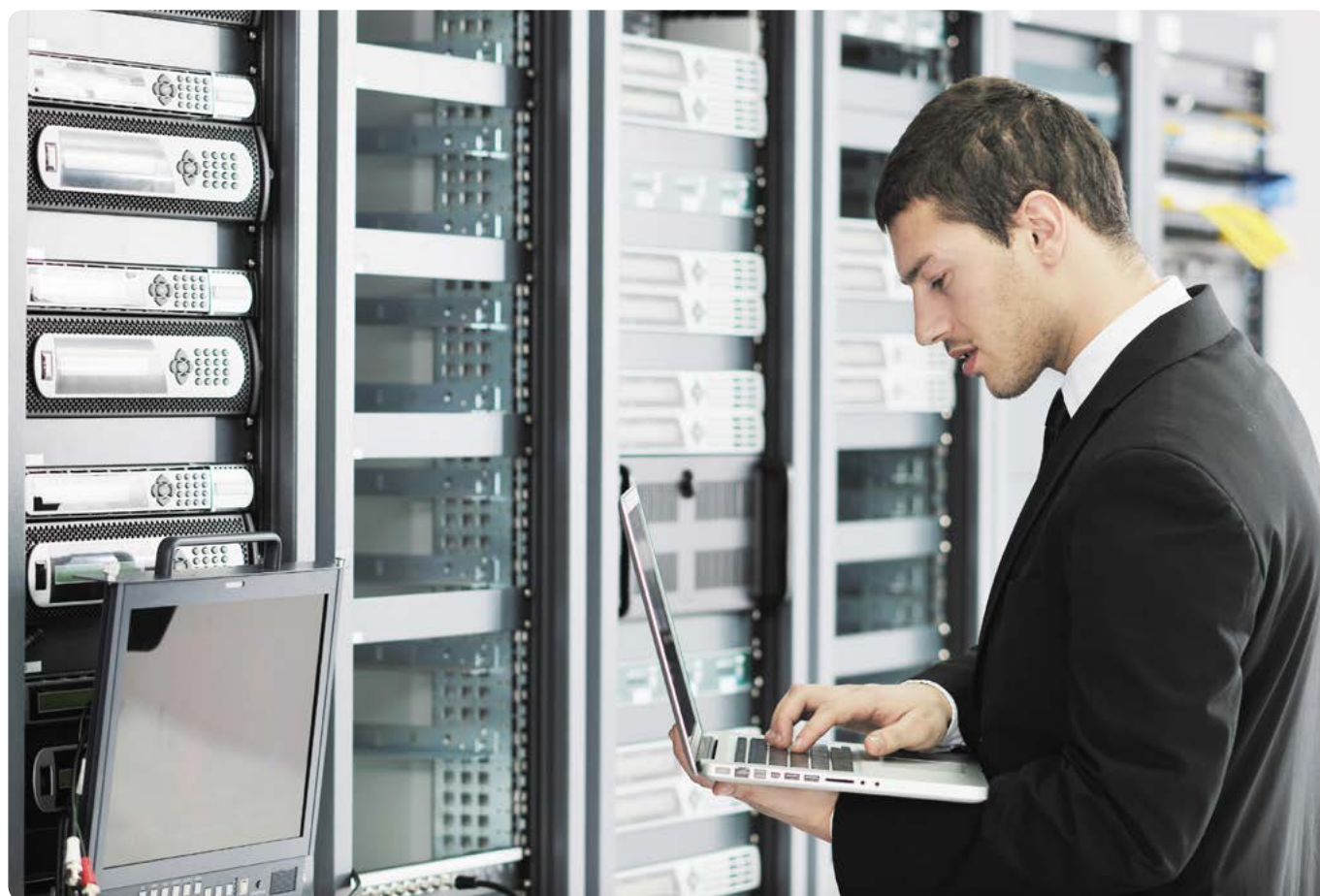
Backwards compatability

Table 2: Clause cross reference from ISO/IEC 20000-1:2018 to ISO/IEC 20000-1:2011

For checking 'backwards compatibility', between new and old systems; if you are designing your Service Management System from new, but need to understand how the system might be compatible with other earlier versions of the system (e.g. on other sites, elsewhere in a corporate group or supply chain etc.).

ISO/IEC 20000-1:2018		ISO/IEC 20000-1:2011	
4	**Context of the organization**	4.1	Management responsibility
		4.5.1	Define scope
		4.5.2	Plan the SMS (Plan)
		7.1	Business relationship management
4.1	Understanding the organization and its context		New clause
4.2	Understanding the needs and expectations of interested parties	4.1.4	Management representative
		7.1	Business relationship management
4.3	Determining the scope of the service management system	4.5.1	Define scope
4.4	Service management system	4.1.1	Management commitment
		4.5.3	Implement and operate the SMS (Do)
5	**Leadership**	4.1	Management responsibility
5.1	Leadership and commitment	4.1.1	Management commitment
5.2	Policy	4.1.2	Service management policy
5.2.1	Establishing the service management policy	4.1.2	Service management policy
5.2.2	Communicating the service management policy	4.1.2	Service management policy
5.3	Organizational roles, responsibilities and authorities	4.1.3	Authority, responsibility and communication
		4.1.4	Management representative
6	**Planning**	4.1.1	Management commitment
		4.5.2	Plan the SMS (Plan)
		6.6.1	Information security policy
6.1	Actions to address risk and opportunities	4.1.1	Management commitment
		4.5.2	Plan the SMS (Plan)
		6.6.1	Information security policy
6.2	Service management objectives and planning to achieve them	4.1.1	Management commitment
6.2.1	Establish objectives	4.1.1	Management commitment
6.2.2	Plan to achieve objectives		New clause
6.3	Plan the service management system	4.5.2	Plan the SMS (Plan)
7	**Support of the service management system**	4.1	Management responsibility
		4.3	Documentation management
		4.4	Resource management

Table 2 – *Continued*

ISO/IEC 20000-1:2018			ISO/IEC 20000-1:2011	
7.1	Resources	4.4.1	Provision of resources
7.2	Competence	4.4.2	Leadership
7.3	Awareness	4.1.1	Management commitment
		4.1.2	Service management policy
		4.4.2	Human resource
7.4	Communication	4.1.3	Authority, responsibility and communication
7.5	Documented information	4.3	Documentation management
7.5.1	General	4.3.1	Establish and maintain documents
7.5.2	Creating and updating documented information	4.3.2	Control of documents
7.5.3	Control of documented information	4.3.2	Control of documents
		4.3.3	Control of records
7.5.4	Service management system documented information	4.3.1	Establish and maintain documents
7.6	Knowledge		New clause
8	**Operation**	4	Service management system general requirements
		5	Design and transition of new or changed services
		6	Service delivery processes
		7	Relationship processes
		8	Resolution processes
		9	Control processes
8.1	Operational planning and control	4.1.4	Management representative
		4.2	Governance of processes operated by other parties
		4.5.3	Implement and operate the SMS (Do)
		9.2	Change management
8.2	Service portfolio	4.1.4	Management representative
		4.2	Governance of processes operated by other parties
		4.5.3	Implement and operate the SMS (Do)
		5.2	Plan new or changed services
		6.1	Service level management
		9.1	Configuration management
8.2.1	Service delivery	4.5.3	Implement and operate the SMS (Do)
8.2.2	Plan the services	4.1.4	Management representative
		5.2	Plan new or changed services
8.2.3	Control of parties involved in the service lifecycle	4.2	Governance of processes operated by other parties
		5.2	Plan new or changed services

Table 2 – *Continued*

ISO/IEC 20000-1:2018		ISO/IEC 20000-1:2011	
8.2.4	Service catalogue management	6.1	Service level management
8.2.5	Asset management	4.1.4	Management representative
8.2.6	Configuration management	9.1	Configuration management
8.3	Relationship and agreement	6.1	Service level management
		6.2	Service reporting
		7	Relationship processes
8.3.1	General	7.2	Supplier management
8.3.2	Business relationship management	6.2	Service reporting
		7.1	Business relationship management
8.3.3	Service level management	6.1	Service level management
		6.2	Service reporting
8.3.4	Supplier management	6.1	Service level management
		7.2	Supplier management
8.3.4.1	Management of external suppliers	7.2	Supplier management
8.3.4.2	Management of internal suppliers and customers acting as a supplier	6.1	Service level management
8.4	Supply and demand	6.4	Budgeting and accounting for services
		6.5	Capacity management
8.4.1	Budgeting and accounting for services	6.4	Budgeting and accounting for services
8.4.2	Demand management	6.5	Capacity management
8.4.3	Capacity management	6.5	Capacity management
8.5	Service design, build and transition	5	Design and transition of new or changed services
		9	Control processes
8.5.1	Change management	5.1	Design and transition of new or changed services, General
		6.3	Service continuity and availability management
		6.6	Information security management
		9.2	Change management
8.5.1.1	Change management policy	9.2	Change management
8.5.1.2	Change management initiation	5.1	Design and transition of new or changed services, General
		9.2	Change management
8.5.1.3	Change management activities	6.3.2	Service continuity and availability plans
		6.3.3	Service continuity and availability monitoring and testing
		9.2	Change management
		9.3	Release and deployment management
8.5.2	Service design and transition	5	Design and transition of new or changed services
		6.2	Service reporting

Table 2 – *Continued*

ISO/IEC 20000-1:2018		ISO/IEC 20000-1:2011	
8.5.2.1	Plan new or changed services	5.2	Plan new or changed services
8.5.2.2	Design	5.3	Design and development of new or changed services
8.5.2.3	Build and transition	5.3	Design and development of new or changed services
		5.4	Transition of new or changed services
		6.2	Service reporting
8.5.3	Release and deployment management	9.1	Configuration management
		9.3	Release and deployment management
8.6	Resolution and fulfilment	8.1	Incident and service request management
		8.2	Problem management
8.6.1	Incident management	6.2	Service reporting
		8.1	Incident and service request management
8.6.2	Service request management	8.1	Incident and service request management
8.6.3	Problem management	8.2	Problem management
8.7	Service assurance	6.3	Service continuity and availability management
		6.6	Information security management
8.7.1	Service availability management	6.3	Service continuity and availability management
8.7.2	Service continuity management	6.2	Service reporting
		6.3	Service continuity and availability management
8.7.3	Information security management	6.6	Information security management
8.7.3.1	Information security policy	6.6.1	Information security policy
8.7.3.2	Information security controls	6.6.2	Information security controls
8.7.3.3	Information security incidents	6.6.3	Information security changes and incidents
9	**Performance evaluation**	4.5.4	Monitor and review the SMS (Check)
		6.2	Service reporting
9.1	Monitoring, measurement, analysis and evaluation	4.5.4.1	Monitor and review the SMS (Check), General
9.2	Internal audit	4.5.4.1	Monitor and review the SMS (Check), General
		4.5.4.2	Internal audit
		6.2	Service reporting
9.3	Management review	4.5.4.1	Monitor and review the SMS (Check), General
		4.5.4.3	Management review
9.4	Service reporting	6.2	Service reporting
10	**Improvement**	4.5.5	Maintain and improve the SMS (Act)
10.1	Nonconformity and corrective action	4.5.4.2	Internal audit
		4.5.5.1	Maintain and improve the SMS (Act), General
		6.2	Service reporting
10.2	Continual improvement	4.5.5.1	Maintain and improve the SMS (Act), General
		4.5.5.2	Management of improvements

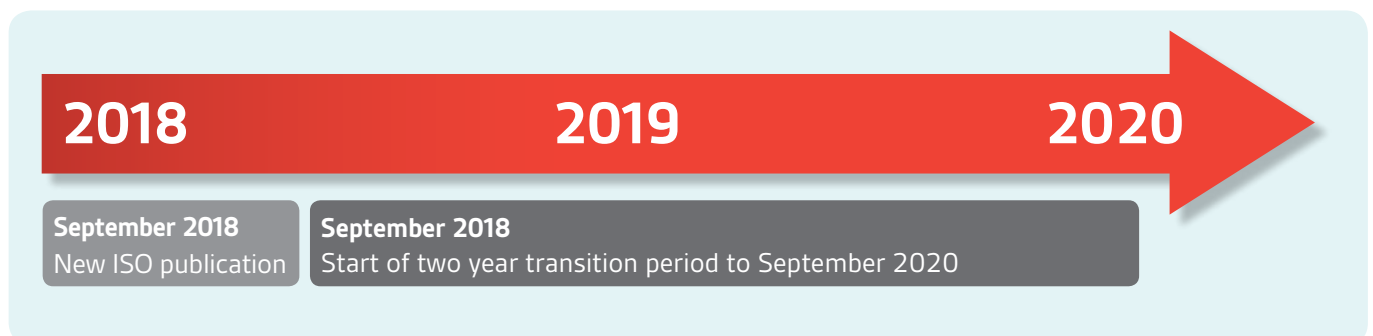# Preparing for ISO/IEC 20000-1:2018 Six steps for a successful transition

Don't delay – start today

BSI has identified a step-by-step journey to help you understand and realize the benefits of the revised ISO/IEC 20000-1. We have mapped out a framework which guides you through the options and support available from BSI to ensure you have the knowledge and information you require.

1 Talk to your BSI Client Manager

- Discuss your challenges and timelines
- Review the latest content on the BSI website for background information
- Buy your copy of ISO/IEC 20000-1

2 Attend BSI's Training Academy

- Delivered by experts, understand the new requirements faster and in greater detail by attending one of our training courses

3 Communicate with your organization

- Talk to your leadership team about the new requirements
- Communicate the revision to your wider organization to gain buy in
- Send regular updates on progress

4 Set up an internal project team

- Create an implementation plan and monitor progress
- Take a fresh look at your service management system
- Implement the new requirements on leadership, risk and context of the organization
- Adapt your documentation to reflect the new structure

5 Gap assessment

- To help you prepare for ISO/IEC 20000-1 we can use our experts to complete a gap analysis to identify your strengths and weaknesses. This will then help you prepare for Step 6

6 Transition assessment

- Working with your BSI client manager you can complete your transition to the new standard before the deadline in September 2020

ISO/IEC 20000-1 transition timeline

2018   **2019**   **2020**

September 2018
New ISO publication

September 2018
Start of two year transition period to September 2020

Training from BSI

Whatever your specific requirements, BSI has developed a series of training courses to meet your needs. Designed by experts who have been directly involved in the development of ISO/IEC 20000-1, our experienced tutors can help you get to grips with the matters that concern you. These ISO/IEC 20000-1:2018 courses include:

ISO/IEC 20000-1:2018 — Transition

1 day classroom based training course

- Learn about the new ISO high level structure and the revised requirements of ISO/IEC 20000-1:2018

- Essential for anyone, from managers to implementers and auditors, involved with transitioning their service management system from ISO/IEC 20000-1:2011 to the revised ISO/IEC 20000-1

ISO/IEC 20000-1:2018 — Implementing the changes

1 day classroom based training course

- Learn about how to implement the changes in ISO/IEC 20000-1:2018

- Essential for anyone involved with implementing the changes to a service management system

- For anyone who has already attended our ISO/IEC 20000-1:2018 transition course or half day seminar, who needs to implement the changes

ISO/IEC 20000-1:2018 — Auditing the changes

1 day classroom based training course

- Prepare to audit the changes in ISO/IEC 20000-1:2018

- Essential for anyone involved with auditing the changes to a service management system

- For anyone who has already attended our ISO/IEC 20000-1:2018 transition course or half day seminar, who will audit the changes

Find out more: **bsigroup.com**

Why BSI?

BSI has been at the forefront of ISO/IEC 20000-1 since the start. Originally based on BS 15000, developed by BSI in 2000, we've been involved in its development and the ISO technical committee ever since. That's why we're best placed to help you understand the standard.

At BSI we create excellence by driving the success of our clients through standards. We help organizations to embed resilience, helping them to grow sustainably, adapt to change, and prosper for the long term. We make excellence a habit.

About BSI

BSI is the business improvement company that enables organizations to turn standards of best practice into habits of excellence. For over a century BSI has championed what good looks like and driven best practice in organizations around the world. Working with over 86,000 clients across 193 countries, it is a truly international business with skills and experience across a number of sectors including automotive, aerospace, built environment, food, and healthcare. Through its expertise in Standards Development and Knowledge Solutions, Assurance and Professional Services, BSI improves business performance to help clients grow sustainably, manage risk and ultimately be more resilient.

To learn more, please visit: bsigroup.com

Find out more
Call: **+44 (0)345 080 9000**
Visit: **bsigroup.com**

bsi.