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# IT SERVICE MANAGEMENT: ISO/IEC 20000-1:2018

Second edition

## Introduction and Implementation Guide

Dolf van der Haven



IT Service Management: ISO/IEC 20000-1:2018  
Introduction and Implementation Guide

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# Colophon

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# 1

## Introduction

The revised standard for service management, ISO/IEC 20000-1:2018, was published in September 2018 and is the third version of the International Standard for service management, replacing the 2011 edition.

ISO/IEC 20000-1 provides requirements for the planning, design, transition, delivery and improvement of a Service Management System (SMS), which is the coordinated set of policies, processes, organizational structures, people, etc. involved in managing services.

This book introduces the ISO/IEC 20000-1 standard as well as providing extensive practical advice on implementing an SMS that conforms to the requirements. It does so by referring to the ISO/IEC 20000-1:2018 documentation toolkit, which is separately available and contains dozens of templates that allow you to provide the documented evidence necessary. This book, however, can also be read without using the templates, or using others in their place.

This book contains the following chapters:

Chapter 2 deals with a general overview of service management and why you need it — services are everywhere, even if you don't realize it.

In Chapter 3, an overview is given of the ISO/IEC 20000-1 standard and the other parts of the ISO/IEC 20000 series.

High-level steps on how to implement the requirements of ISO/IEC 20000-1 are provided in Chapter 4.

Chapter 5 contains the practical guidance for conforming to the requirements of the standard. It extensively details the documented information needed as well as referring to the documentation toolkit developed together with this book.

Chapter 6 highlights the practical aspects of running an SMS beyond the documented information discussed in Chapter 5, instead focusing on planning, running, measuring and improving the SMS and other services.

Chapter 7 provides information on the certification process, in case your organization may want to get formal certification against the standard through external audits.

To conclude, Chapter 8 describes two models that can help you go beyond the requirements of the standard and look at service management from a holistic perspective.

Appendix A lists further resources that may be helpful during your journey in implementing ISO/IEC 20000-1.

Finally, Appendix B lists the main differences between the 2018 edition of the standard and the previous 2011 edition.

Note that the documentation toolkit, containing several dozen templates that can be used to conform to the requirements of the standard, is available from [www.vanharen.net](http://www.vanharen.net).