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Information technology — Service management —

Part 10: Concepts and vocabulary

Technologies de l'information — Gestion des services —
Partie 10: Concepts et terminologie

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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 nongovernmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

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 ISO documents 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 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).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement. For an explanation on 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 the following URL: www.iso.org/iso/foreword.html.

The committee responsible for this document is ISO/IEC JTC 1, *Information technology*, SC 40, *IT Service Management and IT Governanc*e.

This first edition of ISO/IEC 20000-10 cancels and replaces ISO/IEC TR 20000-10:2015, which has been technically revised.

The main changes from the previous edition are as follows:

a) includes all the terms and definitions of the ISO/IEC 20000 series;

b) inclusion of terms from the ISO/IEC Directives Part 1, Annex SL Appendix 2 high-level structure for all management system standards. Some of the terms are new, some have updated existing definitions and some have remained unchanged from previous definitions;

c) the term "internal group" has changed to "internal supplier" and the term "supplier" has changed to "external supplier";

d) the definition of "information security" has changed to be aligned with that in ISO/IEC 27000 and subsequently the term "availability" has been changed to "service availability";

e) new terms specific to the ISO/IEC 20000 series have been added for "asset", "governing body", "service catalogue", "service level target", "user" and "value";

f) three terms have been deleted: "configuration baseline", "configuration management database" and "preventive action";

g) many definitions have been updated;

h) Figures 1 and 2 have been updated with currently published ISO/IEC 20000 parts;

i) references to ISO/IEC 20000-4, ISO/IEC TR 20000-9 and ISO/IEC TR 90006 have been removed because the standards have been or will be withdrawn;

j) ISO/IEC 20000 parts in Clause 6 have been updated with new publication dates and details as appropriate;

k) related standards in Clause 7 now also include ISO 22301 and ISO/IEC 30105.

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 an overview of the concepts of a service management system (SMS). It establishes a common framework for helping organizations to understand the purpose of all the parts of ISO/IEC 20000 and the relationships between the parts. This document is the authoritative source for definitions used in all the parts of ISO/IEC 20000.

This document also identifies other documents that have relationships with ISO/IEC 20000-1 and identifies common areas with related International Standards to aid the use and integration of multiple International Standards in organizations.

This document can be used by any organization or individual involved in the planning, design, transition, delivery and improvement of services using ISO/IEC 20000-1. It can also be used for those involved in the assessment or audit of an SMS, providing details of all parts of ISO/IEC 20000 and how they can be used.

More specifically, this document defines the terms used in all parts of ISO/IEC 20000 and:

a) promotes cohesion between the parts of ISO/IEC 20000 by explaining the concepts and vocabulary used across all parts;

b) contributes to the understanding of ISO/IEC 20000 (all parts) by explaining the purpose and clarifying the relationships between all the parts;

c) clarifies the possible interfaces and integration between the organization's SMS and other management systems;

d) provides an overview of other International Standards which can be used in combination with ISO/IEC 20000 (all parts);

e) identifies common areas between ISO/IEC 20000-1 and other International Standards.

The terms and definitions in this document are applicable to ISO/IEC 20000-1:2018 and other updated parts of ISO/IEC 20000. For those organizations who are working with ISO/IEC 20000-1:2011, the terms and definitions in Clause 3 of that document remain unchanged. Where this document refers to dated and undated standards, the ISO/IEC Directives, Part 2 apply. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies. Where it is necessary to clarify that a specific edition applies, the edition is cited.

The terms and definitions in 3.1 and 3.2 of this document are also included in ISO/IEC 20000-1:2018. The terms and definitions in 3.3 of this document do not relate to ISO/IEC 20000-1 but are used in other parts of the ISO/IEC 20000 series.

Figure 1 represents an overview of the relationships between the parts of ISO/IEC 20000 as well as relevant frameworks and other external influences.

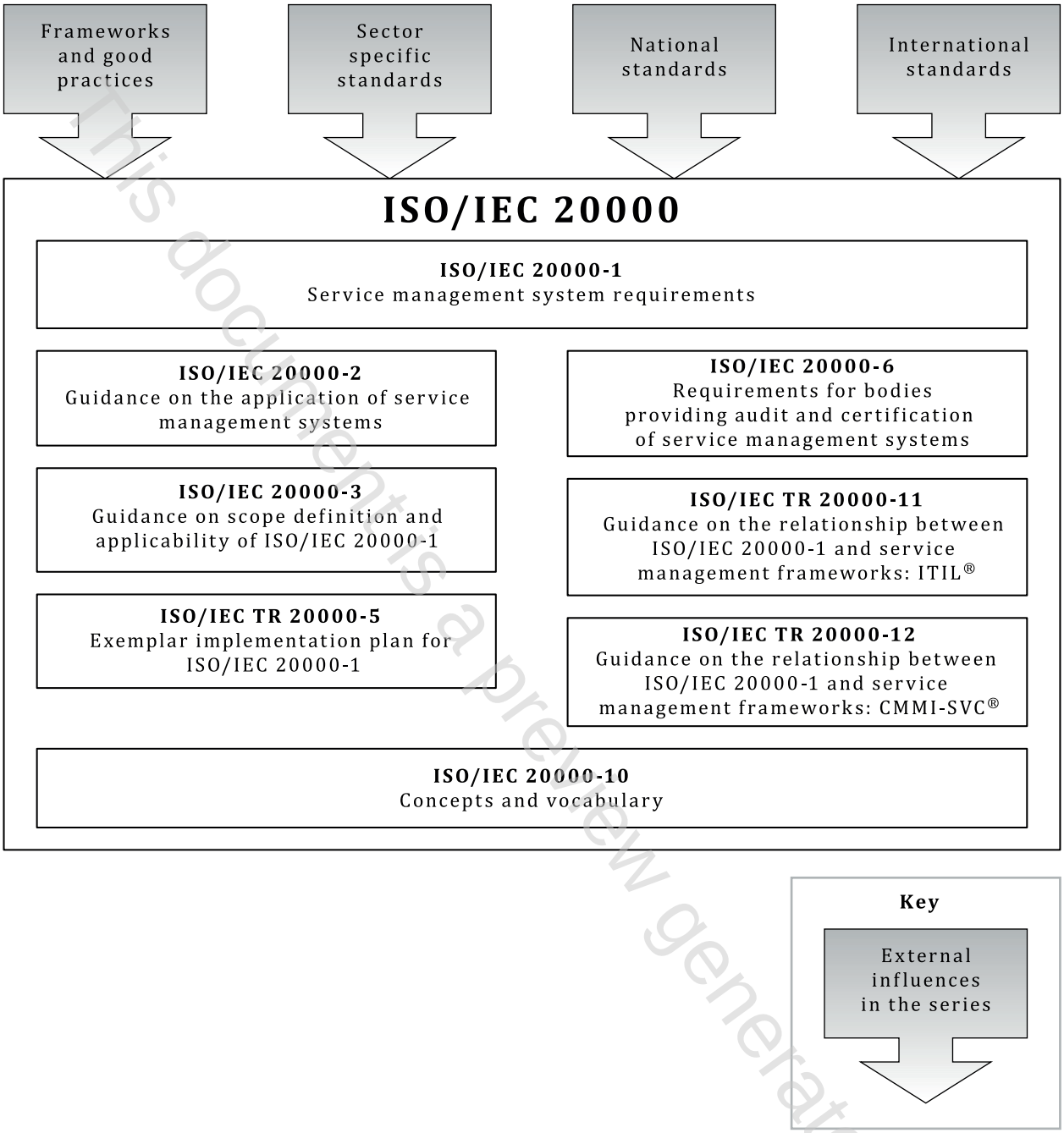

Figure 1 — Overview of parts of ISO/IEC 20000 addressed in ISO/IEC 20000-10

Information technology — Service management —

Part 10:
Concepts and vocabulary

1 Scope

This document describes the core concepts of ISO/IEC 20000 (all parts), identifying how the different parts support ISO/IEC 20000-1:2018 as well as the relationships between ISO/IEC 20000-1 and other International Standards and Technical Reports. This document also includes the terminology used in all parts of ISO/IEC 20000, so that organizations and individuals can interpret the concepts correctly.

This document can be used by:

a) organizations seeking to understand the terms and definitions to support the use of ISO/IEC 20000 (all parts);

b) organizations looking for guidance on how to use the different parts of ISO/IEC 20000 to achieve their goal;

c) organizations that wish to understand how ISO/IEC 20000 (all parts) can be used in combination with other International Standards;

d) practitioners, auditors and other parties who wish to gain an understanding of ISO/IEC 20000 (all parts).

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— IEC Electropedia: available at http://www.electropedia.org/

— ISO Online browsing platform: available at https://www.iso.org/obp

3.1 Terms specific to management system standards

3.1.1
audit
systematic, independent and documented *process* (3.1.18) for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

Note 1 to entry: An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).

Note 2 to entry: An internal audit is conducted by the *organization* (3.1.14) itself, or by an external party on its behalf.

Note 3 to entry: “Audit evidence” and “audit criteria” are defined in ISO 19011.