

**INFOTEHNOLOOGIA**

**Teenusehaldus**

**Osa 3: Juhised standardi ISO/IEC 20000-1 käsitusala  
määratlemise ja kohaldatavuse kohta**

**Information technology**

**Service management**

**Part 3: Guidance on scope definition and applicability of  
ISO/IEC 20000-1  
(ISO/IEC 20000-3:2019, identical)**

**EESTI STANDARDI EESSÕNA****NATIONAL FOREWORD**

See Eesti standard EVS-ISO/IEC 20000-3:2024 sisaldab rahvusvahelise standardi ISO/IEC 20000-3:2019 „Information technology. Service management. Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1“ ingliskeelset teksti.	This Estonian Standard EVS-ISO/IEC 20000-3:2024 consists of the identical English text of the International Standard ISO/IEC 20000-3:2019 „Information technology. Service management. Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1“.
Ettepaneku rahvusvahelise standardi ümbertrüki meetodil ülevõtuks on esitanud EVS/TK 04, standardi avaldamist on korraldanud Eesti Standardimis- ja Akrediteerimiskeskus.	Proposal to adopt the International Standard by reprint method has been presented by EVS/TK 04, the Estonian Standard has been published by the Estonian Centre for Standardisation and Accreditation.
Standard EVS-ISO/IEC 20000-3:2024 on jõustunud sellekohase teate avaldamisega EVS Teatajas.	Standard EVS-ISO/IEC 20000-3:2024 has been endorsed with a notification published in the official bulletin of the Estonian Centre for Standardisation and Accreditation.
Standard on kättesaadav Eesti Standardimis- ja Akrediteerimiskeskusest.	This standard is available from the Estonian Centre for Standardisation and Accreditation.

**Käsitlusala**

See dokument sisaldab juhiseid standardi ISO/IEC 20000-1 käsitlusala määratlemise ja selles standardis spetsifitseeritud nõuetele kohaldatavuse kohta.

See dokument võib aidata kindlaks teha, kas ISO/IEC 20000-1 on organisatsiooni olukorrale kohaldatav. See illustreerib seda, kuidas SMSi käsitlusala saab määratleda, olenemata sellest, kas organisatsioonil on kogemusi teiste haldussüsteemide käsitlusala määratlemisel.

Selles dokumendis olevad juhised võivad aidata organisatsioonil kavandada ja valmistuda vastavushindamiseks standardi ISO/IEC 20000-1 kohaselt.

Lisa A sisaldab võimalike SMSi käsitlusala avalduste näiteid. Toodud näidetes kasutatakse organisatsioonide jaoks mitmeid stsenaariume, mis ulatuvad väga lihtsatest kuni keerukate teenuse tarneahelateni.

Seda dokumenti saavad kasutada nii SMSi rakendamise plaanimise eest vastutavad töötajad kui ka hindajad ja konsultandid. See täiendab standardis ISO/IEC 20000-2 antud SMSi rakendamise juhiseid.

Nõuded SMSi auditit ja sertifitseerimist pakkuvatele asutustele võib leida standardist ISO/IEC 20000-6, mis soovitab kasutada seda dokumenti.

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Tagasisidet standardi sisu kohta on võimalik edastada, kasutades EVS-i veebilehel asuvat tagasiside vormi või saates e-kirja meiliaadressile [standardiosakond@evs.ee](mailto:standardiosakond@evs.ee).

ICS 35.020; 03.080.99

**Standardite reprodutseerimise ja levitamise õigus kuulub Eesti Standardimis- ja Akrediteerimiskeskusele**

Andmete paljundamine, taastekitamine, kopeerimine, salvestamine elektroonsesse süsteemi või edastamine ükskõik millises vormis või millisel teel ilma Eesti Standardimis- ja Akrediteerimiskeskuse kirjaliku loata on keelatud.

Kui Teil on küsimusi standardite autoriõiguse kaitse kohta, võtke palun ühendust Eesti Standardimis- ja Akrediteerimiskeskusega: Koduleht [www.evs.ee](http://www.evs.ee); telefon 605 5050; e-post [info@evs.ee](mailto:info@evs.ee)

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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](http://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](http://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](http://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 second edition cancels and replaces the first edition (ISO/IEC 20000-3:2012), which has been technically revised.

The main changes from the previous edition are as follows:

- a) this document has been aligned with the third edition of ISO/IEC 20000-1;
- b) example scenarios in Annex A have been updated to reflect contemporary service management environments, including complex service supply chains.

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](http://www.iso.org/members.html).

## Introduction

This document provides guidance on scope definition and applicability of ISO/IEC 20000-1. This document does not add any requirements to those stated in ISO/IEC 20000-1.

Organizations, of any size, type, or area of operations, can provide a range of services to different types of customers, internal and external, and rely on complex service supply chains.

**NOTE** The term “service supply chain”, as used in this document, refers to the way services are coordinated across internal and external suppliers. It is not intended to limit the applicability of this document to any specific sector or industry.

The operation of a service management system (SMS) may involve many parties across legal jurisdictions, national boundaries and time zones. The SMS should include the appropriate controls to facilitate the coordination of all parties participating in the service lifecycle.

This document takes the form of examples, guidance and recommendations. It should not be quoted as if it were a specification of requirements.

# Information technology — Service management —

## Part 3:

# Guidance on scope definition and applicability of ISO/IEC 20000-1

## 1 Scope

This document includes guidance on the scope definition and applicability to the requirements specified in ISO/IEC 20000-1.

This document can assist in establishing whether ISO/IEC 20000-1 is applicable to an organization's circumstances. It illustrates how the scope of an SMS can be defined, irrespective of whether the organization has experience of defining the scope of other management systems.

The guidance in this document can assist an organization in planning and preparing for a conformity assessment against ISO/IEC 20000-1.

Annex A contains examples of possible scope statements for an SMS. The examples given use a series of scenarios for organizations ranging from very simple to complex service supply chains.

This document can be used by personnel responsible for planning the implementation of an SMS, as well as assessors and consultants. It supplements the guidance on the application of an SMS given in ISO/IEC 20000-2.

Requirements for bodies providing audit and certification of an SMS can be found in ISO/IEC 20000-6 which recommends the use of this document.

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 20000-10, *Information technology — Service management — Part 10: Concepts and vocabulary*

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 20000-10 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 <http://www.iso.org/obp>