INFOTEHNOLOOGIA
Teenuste haldus
Osa 1: Spetsifikatsioon

Information technology
Service management
Part 1: Specification

EVS

EESTI STANDARDIKESKUS
ESTONIAN CENTRE FOR STANDARDISATION

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NATIONAL FOREWORD

Käesolev Eesti standard EVS-ISO/IEC 20000-1:2007 "Infotehnoloogia. Teenuste haldus. Osa 1: Spetsifikatsioon" sisaldab rahvusvahelise standardi ISO/IEC 20000-1:2005 "Information technology — Service management — Part 1: Specification" identset ingliskeelset teksti.	This Estonian Standard EVS-ISO/IEC 20000-1:2007 consists of the identical English text of the International Standard ISO/IEC 20000-1:2005 "Information technology — Service management — Part 1: Specification".
Standardi avaldamise korraldas Eesti Standardikeskus.	Estonian standard is published by the Estonian Centre for Standardisation.
Standard EVS-ISO/IEC 20000-1:2007 on kinnitatud Eesti Standardikeskuse 11.12.2007 käskkirjaga ja jõustub sellekohase teate avaldamisel EVS Teataja 2008. aasta jaanuarikuu numbris.	This standard is ratified with the order of Estonian Centre for Standardisation dated 11.12.2007 and is endorsed with the notification published in the official bulletin of the Estonian national standardisation organisation.
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See osa ISO/IEC 20000 standardist määratleb teenuseosutajatele esitatud nõuded kliendile vastuvõetava kvaliteediga hallatud teenuste tarnimiseks oma klientidele.

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a) ettevõtted, mis koostavad pakkumiskutse teenuste tellimiseks;

b) ettevõtted, mis vajavad ühilduvat lähenemisviisi kõigis tarneahelas asuvatelt teenuseosutajatelt;

c) teenuseosutajad, et võrdlevalt analüüsida oma IT-teenuste haldust;

d) ettevõtted iseseisvaks hindamiseks;

e) organisatsioon, millel on vaja demonstreerida suutlikkust pakkuda kliendi nõuetele vastavaid teenuseid; ja

f) organisatsioon, mille eesmärk on teenust parandada läbi protsesside tulemusliku rakendamise, teenuse seire ja teenuste kvaliteedi juhtimise.

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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. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

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.

ISO/IEC 20000-1 was prepared by BSI (as BS 15000-1) and was adopted, under a special “fast-track procedure”, by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, in parallel with its approval by national bodies of ISO and IEC.

ISO/IEC 20000 consists of the following parts, under the general title *Information technology — Service management*:

— *Part 1: Specification*

— *Part 2: Code of practice*

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Introduction

This part of ISO/IEC 20000 promotes the adoption of an integrated process approach to effectively deliver managed services to meet the business and customer requirements. For an organization to function effectively it has to identify and manage numerous linked activities. An activity using resources, and managed in order to enable the transformation of inputs into outputs, can be considered as a process. Often the output from one process forms an input to another.

Co-ordinated integration and implementation of the service management processes provides the ongoing control, greater efficiency and opportunities for continual improvement. Performing the activities and processes requires people in the service desk, service support, service delivery and operations teams to be well organized and co-ordinated. Appropriate tools are also required to ensure that the processes are effective and efficient.

It is assumed that the execution of the provisions of this part of ISO/IEC 20000 is entrusted to appropriately qualified and competent people.

An International Standard does not purport to include all necessary provisions of a contract. Users of International Standards are responsible for their correct application.

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Information technology — Service management —

Part 1:
Specification

1 Scope

This part of ISO/IEC 20000 defines the requirements for a service provider to deliver managed services of an acceptable quality for its customers.

It may be used:

a) by businesses that are going out to tender for their services;

b) by businesses that require a consistent approach by all service providers in a supply chain;

c) by service providers to benchmark their IT service management;

d) as the basis for an independent assessment;

e) by an organization which needs to demonstrate the ability to provide services that meet customer requirements; and

f) by an organization which aims to improve service through the effective application of processes to monitor and improve service quality.

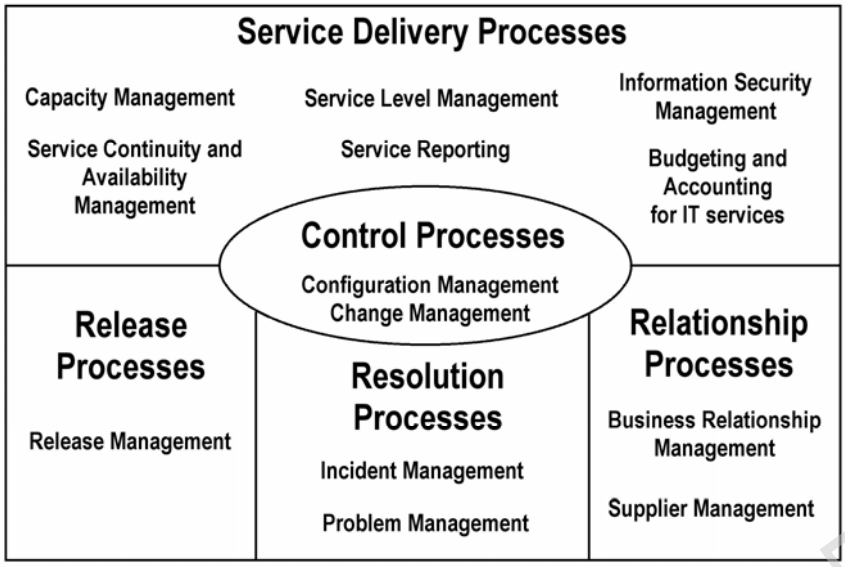

Figure 1 — Service management processes

This part of ISO/IEC 20000 specifies a number of closely related service management processes, as shown in Figure 1.

The relationships between the processes depend on the application within an organization and are generally too complex to model and therefore relationships between processes are not shown in this diagram.

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The list of objectives and controls contained in this part of ISO/IEC 20000 are not exhaustive, and an organization may consider that additional objectives and controls are necessary to meet their particular business needs. The nature of the business relationship between the service provider and business will determine how the requirements in this part of ISO/IEC 20000 are implemented in order to meet the overall objective.

As a process based standard this part of ISO/IEC 20000 is not intended for product assessment. However, organizations developing service management tools, products and systems may use both this part of ISO/IEC 20000 and the code of practice to help them develop tools, products and systems that support best practice service management.

2 Terms and definitions

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

2.1
availability
ability of a component or service to perform its required function at a stated instant or over a stated period of time

NOTE Availability is usually expressed as a ratio of the time that the service is actually available for use by the business to the agreed service hours.

2.2
baseline
snapshot of the state of a service or individual configuration items at a point in time (see 2.4)

2.3
change record
record containing details of which configuration items (see 2.4) are affected and how they are affected by an authorized change

2.4
configuration item (CI)
component of an infrastructure or an item which is, or will be, under the control of configuration management

NOTE Configuration items may vary widely in complexity, size and type, ranging from an entire system including all hardware, software and documentation, to a single module or a minor hardware component.

2.5
configuration management database (CMDB)
database containing all the relevant details of each configuration item and details of the important relationships between them

2.6
document
information and its supporting medium

NOTE 1 In this standard, records (see 2.9) are distinguished from documents by the fact that they function as evidence of activities, rather than evidence of intentions.

NOTE 2 Examples of documents include policy statements, plans, procedures, service level agreements and contracts.

2.7
incident
any event which is not part of the standard operation of a service and which causes or may cause an interruption to, or a reduction in, the quality of that service

NOTE This may include request questions such as “How do I...?” calls.

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