

INFOTEHNOLOOGIA

Teenusehaldus

Osa 1: Teenusehalduse süsteemi nõuded

Information technology

Service management

**Part 1: Service management system requirements
(ISO/IEC 20000-1:2011)**

EVS

EESTI STANDARDI EESSÕNA**NATIONAL FOREWORD**

See Eesti standard EVS-ISO/IEC 20000-1:2013 „Infotehnoloogia. Teenusehaldus. Osa 1: Teenusehalduse süsteemi nõuded“ sisaldab rahvusvahelise standardi ISO/IEC 20000-1:2011 „Information technology -- Service management -- Part 1: Service management system requirements“ identset ingliskeelset teksti. Ettepaneku rahvusvahelise standardi ümbertrüki meetodil ülevõtuks on esitanud EVS/TK 4, standardi avaldamist on korraldanud Eesti Standardikeskus. Standard EVS-ISO/IEC 20000-1:2013 on jõustunud sellekohase teate avaldamisega EVS Teataja 2013. aasta märtsikuu numbris. Standard on kättesaadav Eesti Standardikeskusest.	This Estonian Standard EVS-ISO/IEC 20000-1:2013 consists of the identical English text of the International Standard ISO/IEC 20000-1:2011 “Information technology -- Service management -- Part 1: Service management system requirements”. Proposal to adopt the International Standard by reprint method has been presented by EVS/TK 4, the Estonian standard has been published by the Estonian Centre for Standardisation. This standard has been endorsed with a notification published in the official bulletin of the Estonian Centre for Standardisation. The standard is available from the Estonian Centre for Standardisation.
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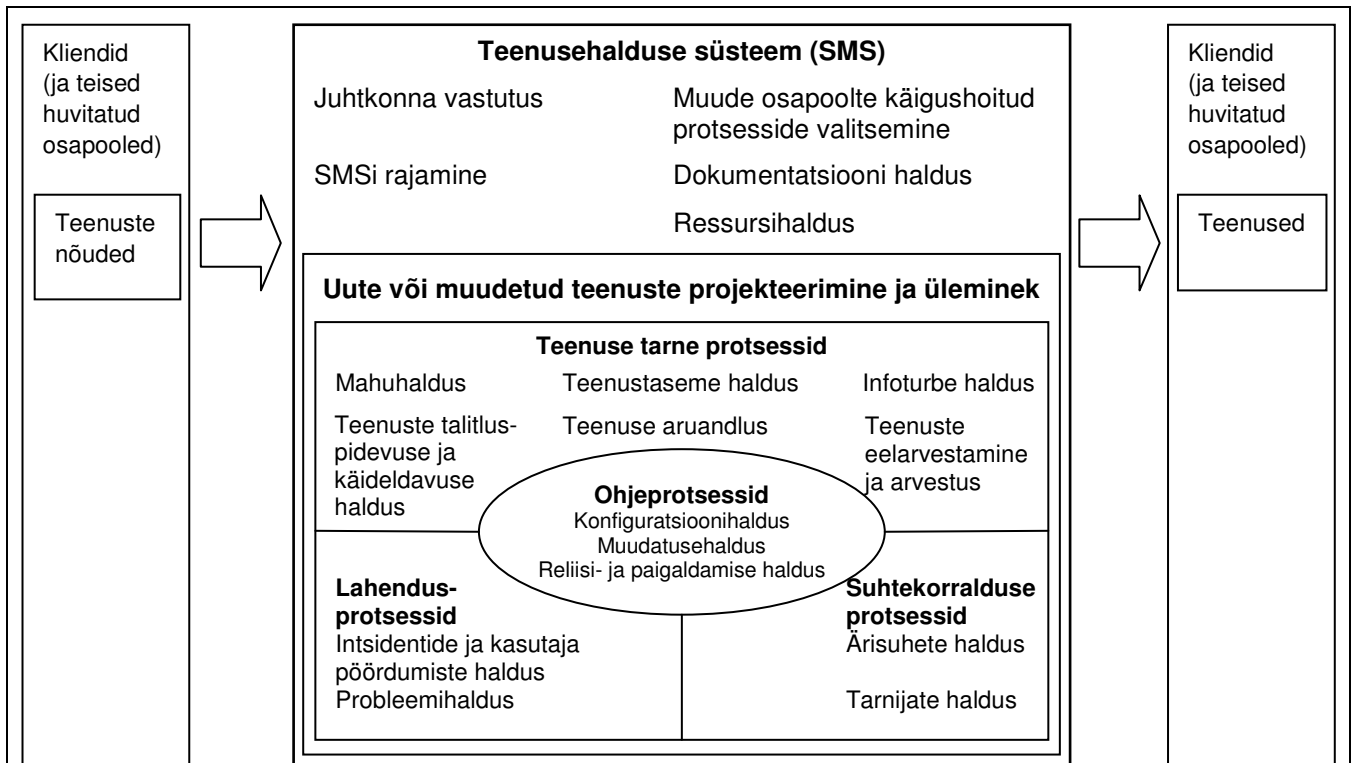
1 Käsitlusala**1.1 Üldist**

See osa standardist ISO/IEC 20000 on teenusehalduse süsteemi (SMSi) standard. See spetsifitseerib nõuded teenuseosutajale SMSi plaanamiseks, rajamiseks, evitamiseks, käigushoiuks, seireks, läbivaatuseks, hoolduseks ja täiustamiseks. Need nõuded sisaldavad teenuste projekteerimist, üleminekut, tarnimist ja täiustamist, et täita teenustele esitatud nõudeid. Standardit võib kasutada:

- organisatsioon, kes soovib kasutada teenuseosutaja teenuseid ning nõuab tagatist selle kohta, et teenuste nõuded täidetakse;
- organisatsioon, kes nõuab kooskõlas lähenemisviisi kõigilt teenuseosutajatelt, kaasa arvatud nendelt, kes on organisatsiooni tarneahelas;
- teenuseosutaja, kes kavatseb näidata oma suutvust teenuste projekteerimiseks, üleminekuks, tarnimiseks ja täiustamiseks, mis täidavad teenustele esitatud nõudeid;
- teenuseosutaja, et seirata, mõõta ja läbi vaadata oma teenusehalduse protsesse ja teenuseid;
- teenuseosutaja, et täiustada teenuste projekteerimist, üleminekut ja tarnimist SMSi toimiva evituse ja käigushoiu abil;
- hindaja või audiitor, kriteeriumina teenuseosutaja SMSi vastavuse hindamiseks selle ISO/IEC 20000 osa nõuetele.

Joonis 2 illustreerib SMSi, sealhulgas teenusehalduse protsesse. Teenusehalduse protsesse ja protsesside vahelisi seoseid saavad erinevad teenuseosutajad erinevalt evitada. Teenuseosutaja ja kliendi vahelise seose laad mõjutab seda, kuidas teenusehalduse protsesse evitatakse.

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Joonis 2 — Teenusehalduse süsteem

1.2 Rakendamine

Kõik standardi ISO/IEC 20000 selle osa nõuded on üldised ja on mõeldud kohaldamiseks kõigile teenuseosutajatele, sõltumata liigist, suurusest ja tarnitavate teenuste laadist. Mis tahes nõude väljajätmine jaotistes 4 kuni 9 ei ole lubatav, kui teenuseosutaja väidab vastavust ISO/IEC 20000 selle osaga, sõltumata teenuseosutaja organisatsiooni laadist.

Teenuseosutaja saab vaid nõnda demonstreerida vastavust jaotise 4 nõuetele, et esitab tõendid kõikide jaotise 4 nõuete omapoolse täitmise kohta. Jaotise 4 nõuete puhul ei saa teenuseosutaja tugineda muude protsesse käigus hoidvate osapoolte tõenditele.

Teenuseosutaja saab demonstreerida vastavust jaotiste 5 kuni 9 nõuetele, esitades tõendid kõigi nõuete omapoolse täitmise kohta. Teise võimalusena saab teenuseosutaja esitada tõendid enamiku nõuete omapoolse täitmise kohta ja muude protsesse käigus hoidvate osapoolte tõendid nende protsesside või protsessiosade kohta, mida teenuseosutaja ise käigus ei hoia.

Standardi ISO/IEC 20000 selle osa käsitusala välistab toote või töövahendi spetsifikatsiooni. Organisatsioonid võivad siiski ISO/IEC 20000-1 kasutada, et arendada tooteid või töövahendeid, mis toetavad SMSi käigushoidu.

MÄRKUS ISO/IEC TR 20000-3 annab juhiseid ISO/IEC 20000 selle osa käsitusala määratluse ja kohaldatavuse kohta. See hõlmab ka täiendavaid selgitusi muude osapoolte käigus hoitavate protsesside juhtimise kohta.

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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.

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Introduction

The requirements in this part of ISO/IEC 20000 include the design, transition, delivery and improvement of services that fulfil service requirements and provide value for both the customer and the service provider. This part of ISO/IEC 20000 requires an integrated process approach when the service provider plans, establishes, implements, operates, monitors, reviews, maintains and improves a service management system (SMS).

Co-ordinated integration and implementation of an SMS provides ongoing control and opportunities for continual improvement, greater effectiveness and efficiency. The operation of processes as specified in this part of ISO/IEC 20000 requires personnel to be well organized and co-ordinated. Appropriate tools can be used to enable the processes to be effective and efficient.

The most effective service providers consider the impact on the SMS through all stages of the service lifecycle, from strategy through design, transition and operation, including continual improvement.

This part of ISO/IEC 20000 requires the application of the methodology known as “Plan-Do-Check-Act” (PDCA) to all parts of the SMS and the services. The PDCA methodology, as applied in this part of ISO/IEC 20000, can be briefly described as follows.

Plan: establishing, documenting and agreeing the SMS. The SMS includes the policies, objectives, plans and processes to fulfil the service requirements.

Do: implementing and operating the SMS for the design, transition, delivery and improvement of the services.

Check: monitoring, measuring and reviewing the SMS and the services against the policies, objectives, plans and service requirements and reporting the results.

Act: taking actions to continually improve performance of the SMS and the services.

When used within an SMS, the following are the most important aspects of an integrated process approach and the PDCA methodology:

- a) understanding and fulfilling the service requirements to achieve customer satisfaction;
- b) establishing the policy and objectives for service management;
- c) designing and delivering services based on the SMS that add value for the customer;
- d) monitoring, measuring and reviewing performance of the SMS and the services;
- e) continually improving the SMS and the services based on objective measurements.

Figure 1 illustrates how the PDCA methodology can be applied to the SMS, including the service management processes specified in Clauses 5 to 9, and the services. Each element of the PDCA methodology is a vital part of a successful implementation of an SMS. The improvement process used in this part of ISO/IEC 20000 is based on the PDCA methodology.

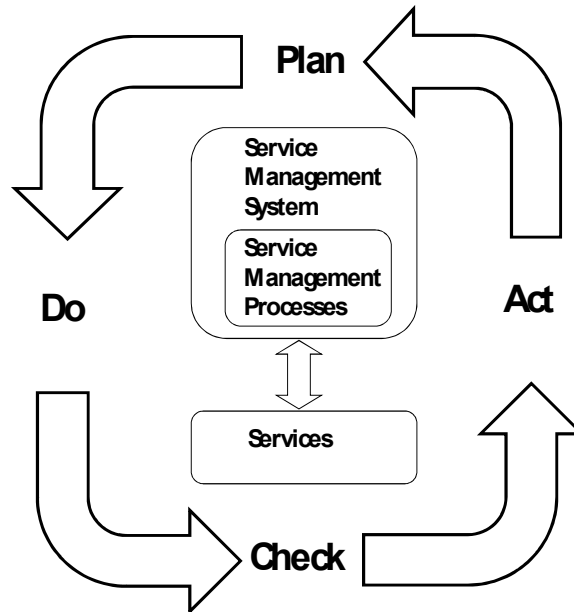


Figure 1 — PDCA methodology applied to service management

This part of ISO/IEC 20000 enables a service provider to integrate its SMS with other management systems in the service provider's organization. The adoption of an integrated process approach and the PDCA methodology enables the service provider to align or fully integrate multiple management system standards. For example, an SMS can be integrated with a quality management system based on ISO 9001 or an information security management system based on ISO/IEC 27001.

ISO/IEC 20000 is intentionally independent of specific guidance. The service provider can use a combination of generally accepted guidance and its own experience.

Users of an International Standard are responsible for its correct application. An International Standard does not purport to include all necessary statutory and regulatory requirements and contractual obligations of the service provider. Conformity to an International Standard does not of itself confer immunity from statutory and regulatory requirements.

For the purposes of research on service management standards, users are encouraged to share their views on ISO/IEC 20000-1 and their priorities for changes to the rest of the ISO/IEC 20000 series. Click on the link below to take part in the online survey.

[ISO/IEC 20000-1 online survey](#)

EVS

Information technology — Service management —

Part 1:

Service management system requirements

1 Scope

1.1 General

This part of ISO/IEC 20000 is a service management system (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. The requirements include the design, transition, delivery and improvement of services to fulfil service requirements. This part of ISO/IEC 20000 can be used by:

- a) an organization seeking services from service providers and requiring assurance that their service requirements will be fulfilled;
- b) an organization that requires a consistent approach by all its service providers, including those in a supply chain;
- c) a service provider that intends to demonstrate its capability for the design, transition, delivery and improvement of services that fulfil service requirements;
- d) a service provider to monitor, measure and review its service management processes and services;
- e) a service provider to improve the design, transition and delivery of services through effective implementation and operation of an SMS;
- f) an assessor or auditor as the criteria for a conformity assessment of a service provider's SMS to the requirements in this part of ISO/IEC 20000.

Figure 2 illustrates an SMS, including the service management processes. The service management processes and the relationships between the processes can be implemented in different ways by different service providers. The nature of the relationship between a service provider and the customer will influence how the service management processes are implemented.

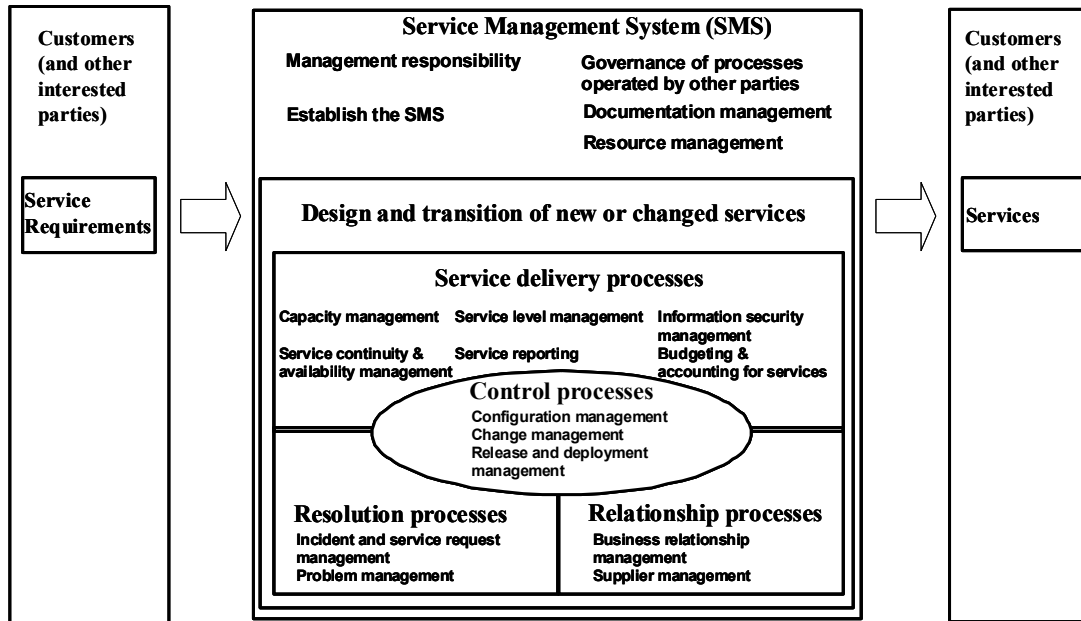


Figure 2 — Service management system

1.2 Application

All requirements in this part of ISO/IEC 20000 are generic and are intended to be applicable to all service providers, regardless of type, size and the nature of the services delivered. Exclusion of any of the requirements in Clauses 4 to 9 is not acceptable when a service provider claims conformity to this part of ISO/IEC 20000, irrespective of the nature of the service provider's organization.

Conformity to the requirements in Clause 4 can only be demonstrated by a service provider showing evidence of fulfilling all of the requirements in Clause 4. A service provider cannot rely on evidence of the governance of processes operated by other parties for the requirements in Clause 4.

Conformity to the requirements in Clauses 5 to 9 can be demonstrated by the service provider showing evidence of fulfilling all requirements. Alternatively, the service provider can show evidence of fulfilling the majority of the requirements themselves and evidence of the governance of processes operated by other parties for those processes, or parts of processes, that the service provider does not operate directly.

The scope of this part of ISO/IEC 20000 excludes the specification for a product or tool. However, organizations can use this part of ISO/IEC 20000 to help them develop products or tools that support the operation of an SMS.

NOTE ISO/IEC TR 20000-3 provides guidance on scope definition and applicability of this part of ISO/IEC 20000. This includes further explanation about the governance of processes operated by other parties.

2 Normative references

The following referenced documents are indispensable for the application 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.

No normative references are cited. This clause is included in order to ensure clause numbering is identical with ISO/IEC 20000-2:—, *Information technology — Service management — Part 2: Guidance on the application of service management systems*²⁾.

2) To be published.