INFOTEHNOLOOGIA
Teenuste haldus
Osa 2: Praktiline tegevusjuhend

Information technology
Service management
Part 2: Code of practice

EVS

EESTI STANDARDIKESKUS
ESTONIAN CENTRE FOR STANDARDISATION

EESTI STANDARDI EESSÕNA

Käesolev Eesti standard EVS-ISO/IEC 20000-2:2007 “Infotehnoloogia. Teenuste haldus. Osa 2: Praktiline tegevusjuhend” sisaldab rahvusvahelise standardi ISO/IEC 20000-2:2005 “Information technology — Service management — Part 2: Code of practice” identset ingliskeelset teksti.

Standardi avaldamise korraldas Eesti Standardikeskus.

Standard EVS-ISO/IEC 20000-2:2007 on kinnitatud Eesti Standardikeskuse 11.12.2007 käskkirjaga ja jõustub sellekohase teate avaldamisel EVS Teataja 2008. aasta jaanuarikuu numbris.

Standard on kättesaadav Eesti Standardikeskusest.

NATIONAL FOREWORD

This Estonian Standard EVS-ISO/IEC 20000-2:2007 consists of the identical English text of the International Standard ISO/IEC 20000-2:2005 “Information technology — Service management — Part 2: Code of practice”.

Estonian standard is published by the Estonian Centre for Standardisation.

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.

The standard is available from Estonian Centre for Standardisation.

Käsitlusala

ISO/IEC 20000 see osa käsitleb IT-teenuste haldusprotsesside kvaliteedistandardite tööstuslikku konsensust. Käesolevad teenuste halduse protsessid tarnivad kliendi ärivajadustele vastava parima võimaliku teenuse, mis jääb kokkulepitud ressursside piiresse, nt teenuse, mis on professionaalne, kulutasuv ja milles saadakse riskidest aru ning riske hallatakse.

Sama protsessi kohta ning protsessi ja funktsionaalrühmade (ja ametinimetuste) vahel kasutavate terminite mitmekülgsus võib muuta teenuste halduse temaatika uue halduri jaoks segadusttekitavaks. Raskused terminoloogiast arusaamisel võivad olla takistuseks tulemusliku protsessi kehtestamisel. Terminoloogia mõistmine on ISO/IEC 20000 üheks reaalseks ja olulisemaks tuluks. ISO/IEC 20000 käesolev osa soovitab teenuseosutajatel kasutusele võtta ühtne terminoloogia ning järjepidevam lähenemine teenuste haldusele. See loob ühtse aluse teenuste täiustamisele. Samuti tagab see teenuste haldusevahendite tarnijatele ühtse raamistiku.

Käesolev praktiline tegevusjuhend kui protsessipõhine standard ei ole mõeldud toodangu hindamiseks. Siiski, organisatsioonid, mis töötavad välja teenuste halduse vahendeid, tooteid ja süsteeme, võivad kasutada nii spetsifikatsiooni kui praktilist tegevusjuhist, et aidata neil välja arendada vahendeid, tooteid ja süsteeme, mis toetavad parimate tavade kohast teenuste haldust.

ISO/IEC 20000 see osa annab audiitoritele juhtnööre ja toetab teenuste täiustamist plaanivaid või ISO/IEC 20000-1 vastu auditeerivaid teenuseosutajad.

ICS 03.080.99 Muud teenused; **35.020** Infotehnoloogia üldküsimused

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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 20000-2 was prepared by BSI (as BS 15000-2) 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

As a code of practice, this part of ISO/IEC 20000 takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

This part of ISO/IEC 20000 should be used in conjunction with ISO/IEC 20000-1, the specification associated with this code of practice.

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.

Compliance with an International Standard does not of itself confer immunity from legal obligations

This part of ISO/IEC 20000 describes the best practices for service management processes within the scope of ISO/IEC 20000-1.

Service delivery grows in importance, as customers require increasingly advanced facilities (at minimum cost) to meet their business needs. It also recognizes that services and service management are essential to helping organizations generate revenue and be cost-effective.

ISO/IEC 20000-1 is a specification for service management and should be read in conjunction with this part of ISO/IEC 20000.

The ISO/IEC 20000 series enables service providers to understand how to enhance the quality of service delivered to their customers, both internal and external.

With the increasing dependencies in support services and the diverse range of technologies available, service providers can struggle to maintain high levels of customer service. Working reactively, they spend too little time planning, training, reviewing, investigating, and working with customers. The result is a failure to adopt structured, proactive working practices.

Those same service providers are being asked for improved quality, lower costs, greater flexibility, and faster response to customers. Effective service management delivers high levels of customer service and customer satisfaction.

The ISO/IEC 20000 series draws a distinction between the best practices of processes, which are independent of organizational form or size and organizational names and structures. The ISO/IEC 20000 series applies to both large and small service providers, and the requirements for best practice service management processes do not change according to the organizational form which provides the management framework within which processes are followed.

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Information technology — Service management —

Part 2:
Code of practice

1 Scope

This part of ISO/IEC 20000 represents an industry consensus on quality standards for IT service management processes. These service management processes deliver the best possible service to meet a customer's business needs within agreed resource levels, i.e. service that is professional, cost-effective and with risks which are understood and managed.

The variety of terms used for the same process, and between processes and functional groups (and job titles) can make the subject of service management confusing to the new manager. Failure to understand the terminology can be a barrier to establishing effective processes. Understanding the terminology is a tangible and significant benefit from ISO/IEC 20000. This part of ISO/IEC 20000 recommends that service providers should adopt common terminology and a more consistent approach to service management. It gives a common basis for improvements in services. It also provides a framework for use by suppliers of service management tools.

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

This part of ISO/IEC 20000 provides guidance to auditors and offers assistance to service providers planning service improvements or to be audited against ISO/IEC 20000-1.

ISO/IEC 20000-1 specifies a number of related service management processes as shown in Figure 1.

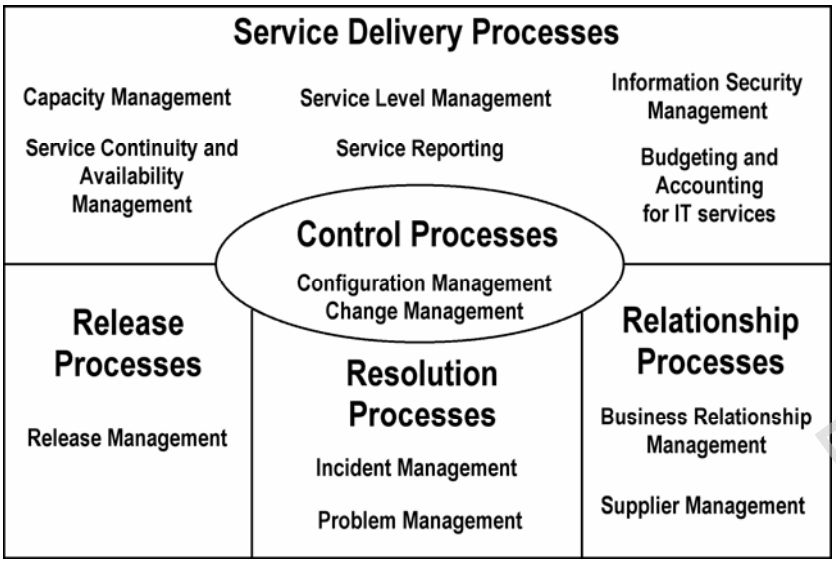

Figure 1 – Service management processes

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