INTERNATIONAL STANDARD

ISO/IEC 20000-3

First edition
2012-08-15

Information technology — Service management —

Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1

Technologies de l'information — Gestion des services —

Partie 3: Recommandations pour la détermination du périmetre et l'applicabilité de l'ISO/CEI 20000-1

This document is a preview generated by EVS

Reference number
ISO/IEC 20000-3:2012(E)

© ISO/IEC 2012

This document is a preview generated by EVS

COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2012

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

Published in Switzerland

 © ISO/IEC 2012 – All rights reserved

Contents

Page

Foreword iv
Introduction v
1 **Scope** 1
2 **Normative references** 1
3 **Terms and definitions** 1
4 **Fulfilling the requirements specified in ISO/IEC 20000-1** 2
5 **Applicability of ISO/IEC 20000-1** 2
5.1 **Who can use ISO/IEC 20000-1?** 2
5.2 **Governance of processes operated by other parties** 3
5.3 **The extent of technology used to deliver services** 4
6 **General principles for the scope of an SMS** 4
6.1 **Introduction** 4
6.2 **The scope of the SMS** 5
6.3 **Agreements between customers and the service provider** 5
6.4 **Scope definition parameters** 6
6.5 **Validity of scope definition** 6
6.6 **Changing the scope** 7
6.7 **Supply chains and SMS scope** 7
6.8 **Integrating or aligning with other management systems** 8
Annex A (informative) **Main points on scope of the SMS, applicability and conformity to ISO/IEC 20000-1** 9
Annex B (informative) **Scenario based scope definitions** 11
Annex C (informative) **Types of conformity assessments** 25
Bibliography 26

Figures

Figure B.1 — Scenarios 1 and 2: Relationship with suppliers 12
Figure B.2 — Scenario 3: Relationship with lead suppliers and sub-contracted suppliers 12
Figure B.3 — Scenario 4: Scope definition 13
Figure B.4 — Scenario 5: Scope definition 14
Figure B.5 — Scenario 6: Scope definition 15
Figure B.6 — Scenario 7: Scope definition 17
Figure B.7 — Scenario 8: Scope definition 18
Figure B.8 —Scenario 8: Redrawn to show Supplier 4, part of Organization V 19
Figure B.9 — Scenario 9: Scope definition 9 20
Figure B.10 — Scenario 10: Scope definition 21
Figure B.11 — Scenario 11: Scope definition 22

This document is a preview generated by EVS

© ISO/IEC 2012 – All rights reserved

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 20000-3:2012 was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

This first edition of ISO/IEC 20000-3 cancels and replaces the first edition of ISO/IEC TR 20000-3:2009, which has been technically revised to align with ISO/IEC 20000-1:2011.

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

— *Part 1: Service management system requirements*

— *Part 2: Guidance on the application of service management systems*

— *Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1*

— *Part 4: Process reference model* [Technical Report]

— *Part 5: Exemplar implementation plan for ISO/IEC 20000-1* [Technical Report][1]

— *Part 7: Guidance on the application of ISO/IEC 20000-1 to the cloud*[2]

— *Part 10:Concepts and terminology* [Technical Report][2]

— *Part 11: Guidance on the relationship between ISO/IEC 20000-1:2012 and related frameworks: ITIL*®[3] [Technical Report][2]

[1] Under review as a second edition Technical Report.

[2] Under development.

[3] ITIL® is a Registered Trade Mark of the Cabinet Office.

This document is a preview generated by EVS

 © ISO/IEC 2012 – All rights reserved

Introduction

ISO/IEC 20000-1 specifies requirements for a service management system (SMS). Operating the processes in a particular system or service environment will result in specific skill, tool and information requirements, even though the process attributes are unchanged. There are no requirements in ISO/IEC 20000-1 that relate to organizational structure, size and type of organization. The requirements in ISO/IEC 20000-1 do not change with organizational structure, technology or service.

Service management processes can cross many organizational, legal and national boundaries as well as different time zones. Service providers can rely on a complex supply chain for the delivery of services. Service providers can also provide a range of services to several different types of customers, both internal and external. A complex supply chain can make the agreement and application of scope a complex stage in the service provider's use of ISO/IEC 20000-1.

This part of ISO/IEC 20000 takes the form of examples, guidance and recommendations. It should not be quoted as if it were a specification of requirements. Particular care should be taken to ensure that declarations of conformity are not misleading.

This document is a preview generated by EVS

© ISO/IEC 2012 – All rights reserved

This document is a preview generated by EVS

Information technology — Service management —

Part 3:
Guidance on scope definition and applicability of ISO/IEC 20000-1

This document is a preview generated by EVS

1 Scope

This part of ISO/IEC 20000 includes guidance on scope definition, applicability and demonstration of conformity to the requirements specified in ISO/IEC 20000-1.

The guidance in this part of ISO/IEC 20000 will assist the service provider to plan service improvements and/or prepare for a conformity assessment against ISO/IEC 20000-1.

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

Guidance on types of conformity assessment and assessment standards is included.

The scenarios and examples given use a series of commonly found and practical service provider circumstances.

This part of ISO/IEC 20000 will be useful for consultants and assessors. It supplements the guidance on the application of ISO/IEC 20000-1 given in ISO/IEC 20000-2.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 20000-1:2011, *Information technology — Service management — Part 1: Service management system requirements*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 20000-1 apply.

© ISO/IEC 2012 – All rights reserved