TECHNICAL REPORT

ISO/IEC TR 20000-4

Information technology — Service management —

Part 4:
Process reference model

Technologies de l'information — Gestion des services —

Partie 4: Modèle de référence de processus

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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.

In exceptional circumstances, the joint technical committee may propose the publication of a Technical Report of one of the following types:

— type 1, when the required support cannot be obtained for the publication of an International Standard, despite repeated efforts;

— type 2, when the subject is still under technical development or where for any other reason there is the future but not immediate possibility of an agreement on an International Standard;

— type 3, when the joint technical committee has collected data of a different kind from that which is normally published as an International Standard ("state of the art", for example).

Technical Reports of types 1 and 2 are subject to review within three years of publication, to decide whether they can be transformed into International Standards. Technical Reports of type 3 do not necessarily have to be reviewed until the data they provide are considered to be no longer valid or useful.

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 TR 20000-4, which is a Technical Report of type 2, was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

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

— *Part 1: Service management system requirements*

— *Part 2: Code of practice*

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

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

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

Process assessment model for service management will form the subject of a future Part 8.

Introduction

The purpose of this part of ISO/IEC 20000 is to facilitate the development of a process assessment model (PAM) that will be described in ISO/IEC TR 15504-8.

ISO/IEC 15504-2 describes the requirements for the conduct of an assessment and a measurement scale for assessing process capability. ISO/IEC 15504-1 describes the concepts and terminology used for process assessment.

This process reference model (PRM) is a logical representation of the elements of the processes within service management. Using the PRM in a practical application might require additional elements suited to the environment and circumstances.

The PRM specified in this part of ISO/IEC 20000 describes at an abstract level the processes including the general service management system (SMS) processes implied by ISO/IEC 20000-1. Each process of this PRM is described in terms of a purpose and outcomes. The PRM does not attempt to place the processes in any specific environment nor does it pre-determine any level of process capability required to fulfil the ISO/IEC 20000-1 requirements. The PRM is not intended to be used for a conformity assessment audit or process implementation reference guide.

The relationships between ISO/IEC 20000-1, ISO/IEC TR 24774, ISO/IEC TR 20000-4, ISO/IEC 20000-8, ISO/IEC TR 15504-8 and ISO/IEC 15504-2 are shown in Figure 1.
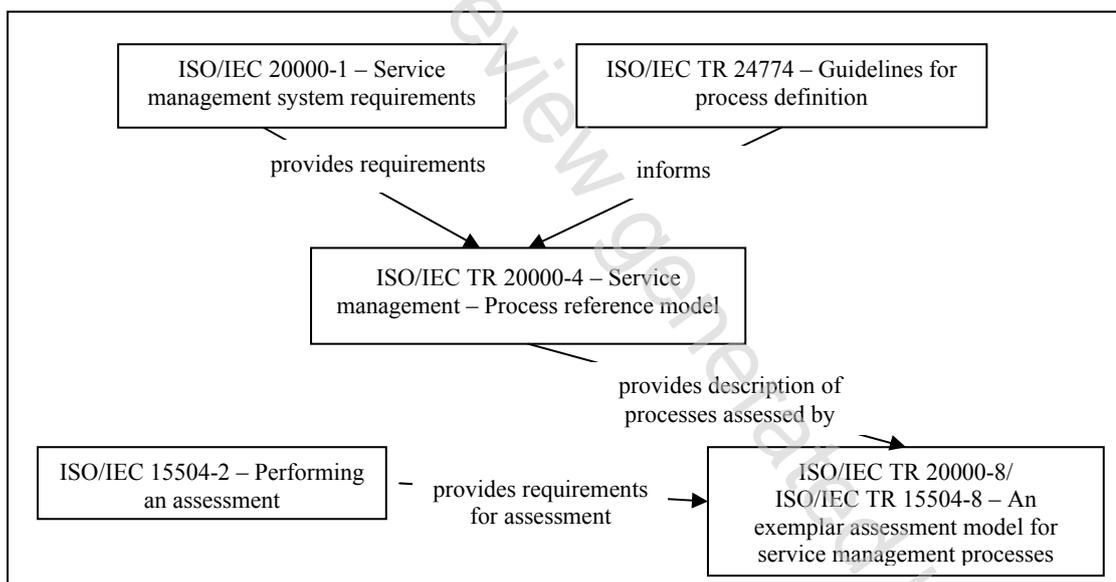

Figure 1 — Relationships between relevant documents

Any organization can define processes with additional elements in order to suit it to its specific environment and circumstances. The purposes and outcomes described in this part of ISO/IEC 20000 are, however, considered to be the minimum necessary to meet ISO/IEC 20000-1 requirements. Some processes cover general strategic aspects of an organization. These processes have been identified in order to give coverage to all the requirements of ISO/IEC 20000-1.

The PRM does not provide the evidence required by ISO/IEC 20000-1. The PRM does not specify the interfaces between the processes.

This part of ISO/IEC 20000 contains a PRM for IT service management with description of processes in Clause 5. Annex A provides the statement of conformity for this part of ISO/IEC 20000 in accordance with ISO/IEC 15504-2, *Information technology — Process assessment — Part 2: Performing an assessment*.

Information technology — Service management —

Part 4:
Process reference model

1 Scope

This part of ISO/IEC 20000 defines a process reference model comprising a set of processes, described in terms of process purpose and outcomes that demonstrate coverage of the requirements of ISO/IEC 20000-1.

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.

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

ISO/IEC 15504-1, *Information technology — Process assessment — Part 1: Concepts and vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 20000-1 and ISO/IEC 15504-1 apply.

4 Overview of the PRM

This clause describes the structure of the process reference model in the context of a management system to direct and control a service provider with regard to delivery of services to meet the business needs and customer requirements.

Figure 2 identifies the processes derived from ISO/IEC 20000-1 requirements, which are included in this PRM for Information technology – Service management.