

INFOTEHNOLOOGIA

Teenusehaldus

**Osa 2: Juhised teenusehalduse süsteemide
rakendamiseks**

Information technology

Service management

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

(ISO/IEC 20000-2:2019, identical

+ ISO/IEC 20000-2:2019/Amd 1:2020, identical)

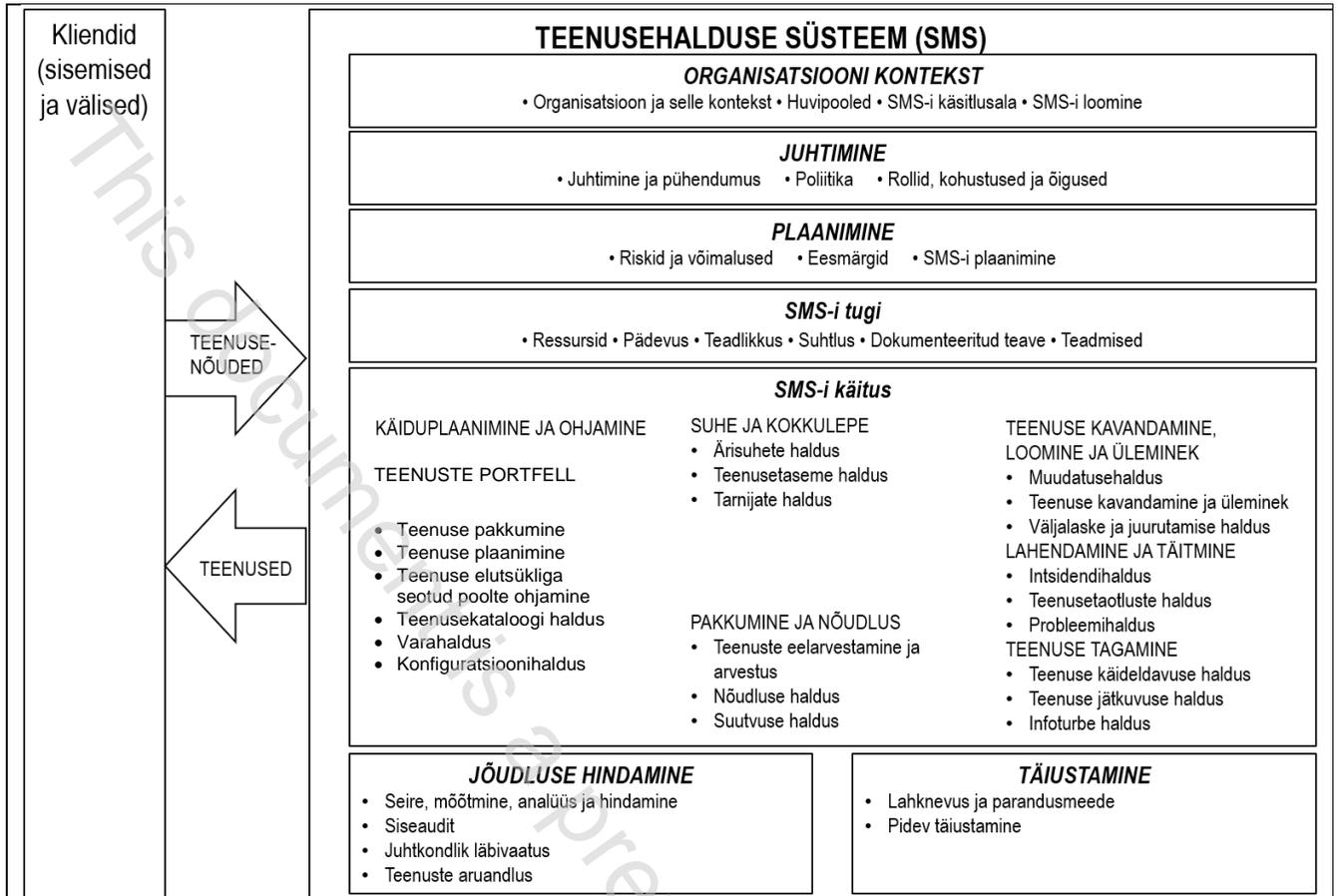
EESTI STANDARDI EESSÕNA**NATIONAL FOREWORD**

<p>See Eesti standard EVS-ISO/IEC 20000-2:2023 sisaldab rahvusvahelise standardi ISO/IEC 20000-2:2019 „Information technology. Service management. Part 2: Guidance on the application of service management systems“ ning selle muudatuse ISO/IEC 20000-2:2019/Amd 1:2020 identset ingliskeelset teksti.</p>	<p>This Estonian Standard EVS-ISO/IEC 20000-2:2023 consists of the identical English text of the International Standard ISO/IEC 20000-2:2019 „Information technology. Service management. Part 2: Guidance on the application of service management systems“, including its Amendment ISO/IEC 20000-2:2019/Amd 1:2020.</p>
<p>Ettepaneku rahvusvahelise standardi ümbertrüki meetodil ülevõtuks on esitanud EVS/TK 4, standardi avaldamist on korraldanud Eesti Standardimis- ja Akrediteerimiskeskus.</p>	<p>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 and Accreditation.</p>
<p>Standard EVS-ISO/IEC 20000-2:2023 on jõustunud sellekohase teate avaldamisega EVS Teatajas.</p>	<p>Standard EVS-ISO/IEC 20000-2:2023 has been endorsed with a notification published in the official bulletin of the Estonian Centre for Standardisation and Accreditation.</p>
<p>Muudatusega Amd 1 lisatud või muudetud teksti algus ja lõpp on tekstis tähistatud sümbolitega A1 A1.</p>	<p>The start and finish of text introduced or altered by amendment Amd 1 is indicated in the text by tags A1 A1.</p>
<p>Standard on kättesaadav Eesti Standardimis- ja Akrediteerimiskeskusest.</p>	<p>This standard is available from the Estonian Centre for Standardisation and Accreditation.</p>

Käsitlusala**1.1 Üldist**

See dokument annab juhised standardil ISO/IEC 20000-1 põhineva teenusehalduse süsteemi (SMS-i) rakendamiseks. Ta sisaldab näiteid ja soovitusi, mis võimaldavad organisatsioonidel tõlgendada ja rakendada standardit ISO/IEC 20000-1, sealhulgas viiteid standardisarja ISO/IEC 20000 teistele osadele ja muudele asjakohastele standarditele.

Joonis 1 illustreerib SMS-i, mille sisu vastab standardi ISO/IEC 20000-1 peatükkidele. See ei esita struktuurset hierarhiat, järjestust ega õiguste tasemeid.



Joonis 1 — Teenusehalduse süsteem

Peatükkide struktuur on mõeldud nõuete ühtseks esitamiseks, mitte selleks, et anda organisatsiooni poliitikate, eesmärkide ja protsesside dokumenteerimise mudelit. Iga organisatsioon võib valida, kuidas ühendada nõuded protsessideks. Iga organisatsiooni ning selle klientide, kasutajate ja muude huvipoolte vaheline seos mõjutab protsesside rakendamist. Organisatsiooni kavandatud SMS ei saa siiski välistada ühtki standardis ISO/IEC 20000-1 määratletud nõuet.

Selles dokumendis kasutatud termin „teenus“ viitab SMS-i käsitusalasse kuuluvatele teenustele. Selles dokumendis kasutatud termin „organisatsioon“ viitab SMS-i käsitusalasse kuuluvale organisatsioonile. SMS-i käsitusalasse kuuluv organisatsioon võib olla osa suuremast organisatsioonist, näiteks suuretevõtte infotehnoloogia osakond. Organisatsioon haldab ja pakub klientidele teenuseid ning seda võib nimetada ka teenuseandjaks. Selles dokumendis eristatakse selgelt termini „teenus“ või „organisatsioon“ kasutamist muudel eesmärkidel. Selles dokumendis kasutatud terminid „pakutud“ või „tõlgendada“ kui kõiki teenuse elutsükli tegevusi, mida tehakse lisaks igapäevastele käidutegevustele. Teenuse elutsükli tegevused hõlmavad plaanimist, kavandamist, üleminekut, tarnimist ja täiustamist.

1.2 Rakendamine

Selles dokumendis olevad juhised on üldised ja mõeldud kohaldamiseks igale SMS-i rakendavale organisatsioonile, olenemata organisatsiooni tüübist või suurusest või antavate teenuste olemusest. Kuigi seda saab kasutada 'olenemata organisatsiooni tüübist või suurusest või antavate teenuste olemusest', on standardi ISO/IEC 20000-1 juured IT-s. See on mõeldud teenuste teenusehalduseks, kasutades tehnoloogiat ja digitaalset teavet. Selles dokumendis toodud näited illustreerivad standardi ISO/IEC 20000-1 erinevaid kasutusviise.

Teenuseandja vastutab SMS-i eest ega saa seetõttu nõuda, et teine pool täidaks standardi ISO/IEC 20000-1:2018 peatükkide 4 ja 5 nõudeid. Näiteks ei saa organisatsioon paluda, et teine pool tooks kohale tippjuhtkonna ja näitaks tippjuhtkonna kohustumust või näitaks teenuse elutsükliga seotud poolte ohjet.

Mõnda standardi ISO/IEC 20000-1:2018 peatükkides 4 ja 5 toodud tegevust võib organisatsiooni juhtimise all läbi viia teine pool. Näiteks võib organisatsioon paluda teisel poolel luua SMS-i võtmedokumentina esialgne teenusehalduse plaan. Kui plaan on koostatud ja kokku lepitud, vastutab selle eest organisatsioon ja hooldab seda. Nendes näidetes kasutab organisatsioon konkreetsete lühiajaliste tegevuste jaoks teisi pooli. Organisatsioonil on SMS-i suhtes vastutus, õigused ja kohustused. Seetõttu saab organisatsioon tõendada kõikide standardi ISO/IEC 20000-1:2018 peatükkide 4 ja 5 nõuete täitmist.

Standardi ISO/IEC 20000-1:2018 peatükkide 6 kuni 10 puhul võib organisatsioon tõendada, et see täidab ise kõik nõuded. Teise võimalusena võib organisatsioon tõendada, et ta on vastutav nõuete täitmise eest, kui teised pooled on kaasatud standardi ISO/IEC 20000-1:2018 peatükkide 6 kuni 10 nõuete täitmisesse. Organisatsioon saab tõendada teiste teenuse elutsükliga seotud poolte ohjet (vt jaotis 8.2.3). Näiteks võib organisatsioon tõendada meetmete olemasolu teise poole puhul, kes annab taristuteenuse komponente või haldab toekeskust, sealhulgas intsidendihalduse protsessi.

Organisatsioon ei saa tõendada vastavust standardi ISO/IEC 20000-1 nõuetele, kui *kõikide* SMS-i käsitlusalasse kuuluvate teenuste, teenusekomponentide või protsesside andmiseks või käigushoidmiseks kasutatakse teisi pooli. Kui aga teised pooled annavad või hoiavad käigus ainult *mõningaid* teenuseid, teenusekomponente või protsesse, suudab organisatsioon tavaliselt tõendada, et see vastab standardi ISO/IEC 20000-1 nõuetele.

Selle dokumendi käsitlusala ei hõlma toodete või tööriistade spetsifikatsioone. Siiski saab standardit ISO/IEC 20000-1 ja seda dokumenti kasutada SMS-i talitlust toetavate toodete või tööriistade väljatöötamisel või hankimisel.

1.3 Struktuur

See dokument järgib standardi ISO/IEC 20000-1 peatükke ja sisaldab alates peatükist 4 iga peatüki või jaotise kohta kolme osa:

- a) *nõutavad tegevused*: standardi ISO/IEC 20000-1 selles jaotises nõutavate tegevuste kokkuvõte. Pange tähele, et see kokkuvõte ei korda standardi ISO/IEC 20000-1 nõudeid ega lisa uusi nõudeid, vaid lihtsalt kirjeldab tegevusi;
- b) *selgitus*: jaotise eesmärgi selgitus ja jaotise sisu praktilised juhised, sealhulgas näited ja soovitused standardi ISO/IEC 20000-1 nõuete rakendamise kohta. Vajaduse korral viidatakse standardisarja ISO/IEC 20000 teistele osadele ja muudele asjakohastele standarditele;
- c) *muu teave*: juhised rollide ja kohustuste ning SMS-i teostust toetava dokumenteeritud teabe kohta. Siin võib olla ka asjakohast lisateavet.

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Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 40, *IT Service Management and IT Governance*.

This third edition cancels and replaces the second edition (ISO/IEC 20000-2:2012), which has been technically revised.

The main changes from the previous edition are as follows:

- a) updated to align with ISO/IEC 20000-1:2018;
- b) improved consistency and clarity of guidance for each clause with these consistent elements: Required activities, Explanation (which includes purpose statement), and Other information (which includes guidance on documented information and roles and authorities);
- c) added an Annex (Annex A) that compiles all of the mandatory documented information called for in ISO/IEC 20000-1.

A list of all parts in the ISO/IEC 20000 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

A1 Amendment A1 foreword

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Introduction

This document provides guidance for establishing, implementing, maintaining, and continually improving a service management system (SMS). An SMS supports the management of the service lifecycle, including the planning, design, transition, delivery, and improvement of services, which fulfil agreed requirements and deliver value for customers, users, and the organization delivering the services.

The adoption of an SMS is a strategic decision for an organization and is influenced by the organization's objectives, the governing body, other parties involved in the service lifecycle and the need for effective and resilient services. The guidance in this document aligns with ISO/IEC 20000-1:2018. This document (ISO/IEC 20000-2) is intentionally independent of guidance for the management of any specific type of service. The organization can use a combination of generally accepted frameworks and its own experience. Improvement for service management can use common improvement methodologies and apply them to the SMS and the services. Appropriate tools for service management can be used to support the SMS. Implementation and operation of an SMS provides ongoing visibility, control of services, and continual improvement, leading to greater effectiveness and efficiency. Improvement for service management applies to the SMS and the services.

The clause structure in this document (i.e. clause numbering and sequence) aligns with ISO/IEC 20000-1:2018 and the terms used in this document align with ISO/IEC 20000-1:2018 and ISO/IEC 20000-10:2018.

Information technology — Service management — Part 2: Guidance on the application of service management systems

1 Scope

1.1 General

This document provides guidance on the application of a service management system (SMS) based on ISO/IEC 20000-1. It provides examples and recommendations to enable organizations to interpret and apply ISO/IEC 20000-1, including references to other parts of ISO/IEC 20000 and other relevant standards.

Figure 1 illustrates an SMS with the clause content of ISO/IEC 20000-1. It does not represent a structural hierarchy, sequence, or authority levels.

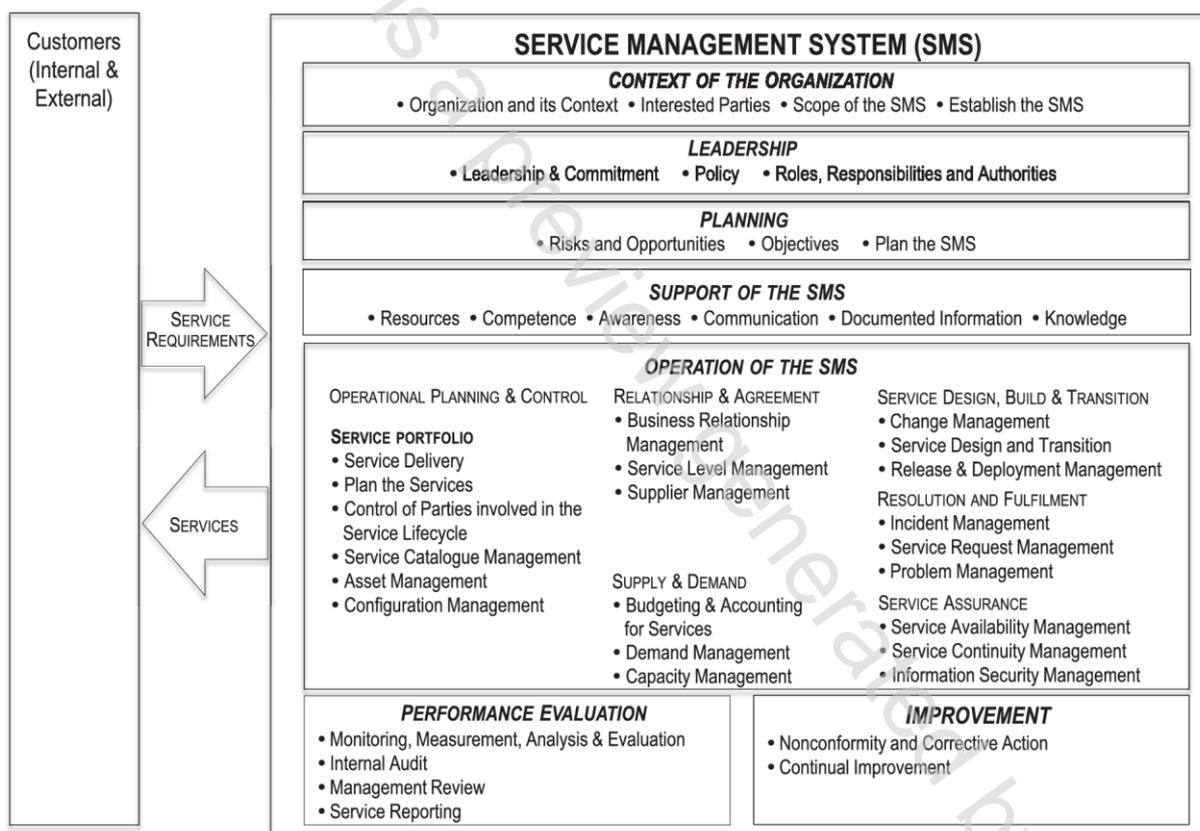


Figure 1 — Service management system

The structure of clauses is intended to provide a coherent presentation of requirements, rather than a model for documenting an organization's policies, objectives, and processes. Each organization can choose how to combine the requirements into processes. The relationship between each organization and its customers, users, and other interested parties influences how the processes are implemented. However, an SMS as designed by an organization cannot exclude any of the requirements specified in ISO/IEC 20000-1.

The term 'service' as used in this document refers to the services in the scope of the SMS. The term 'organization' as used in this document refers to the organization in the scope of the SMS. The organization in the scope of the SMS can be part of a larger organization, for example an IT department of a large corporation. The organization manages and delivers services to customers and can also be referred to as a service provider. Any use of the terms 'service' or 'organization' with a different intent is distinguished clearly in this document. The term 'delivered', as used in this document, can be interpreted as all of the service lifecycle activities that are performed in addition to daily operational activities. Service lifecycle activities include planning, design, transition, delivery, and improvement.

1.2 Application

The guidance in this document is generic and is intended to be applicable to any organization applying an SMS, regardless of the organization's type or size, or the nature of the services delivered. While it can be used 'regardless of the organization's type or size, or the nature of the services delivered', ISO/IEC 20000-1 has its roots in IT. It is intended for service management of services using technology and digital information. The examples given in this document illustrate a variety of uses of ISO/IEC 20000-1.

The service provider is accountable for the SMS and therefore cannot ask another party to fulfil the requirements of ISO/IEC 20000-1:2018, Clauses 4 and 5. For example, the organization cannot ask another party to provide the top management and demonstrate top management commitment or to demonstrate the control of parties involved in the service lifecycle.

Some activities in ISO/IEC 20000-1:2018, Clauses 4 and 5 can be performed by another party under the management of the organization. For example, an organization can ask another party to create the initial service management plan as a key document for the SMS. The plan, once created and agreed, is the direct responsibility of and is maintained by the organization. In these examples, the organization is using other parties for specific short-term activities. The organization has accountability, authorities, and responsibility for the SMS. The organization can therefore demonstrate evidence of fulfilling all of the requirements of ISO/IEC 20000-1:2018, Clauses 4 and 5.

For ISO/IEC 20000-1:2018, Clauses 6 to 10, an organization can show evidence of meeting all of the requirements itself. Alternatively, an organization can show evidence of retaining accountability for the requirements when other parties are involved in meeting the requirements in ISO/IEC 20000-1:2018, Clauses 6 to 10. Control of other parties involved in the service lifecycle can be demonstrated by the organization (see 8.2.3). For example, the organization can demonstrate evidence of controls for another party who is providing infrastructure service components or operating the service desk including the incident management process.

The organization cannot demonstrate conformity to the requirements in ISO/IEC 20000-1 if other parties are used to provide or operate *all* services, service components, or processes within the scope of the SMS. However, if other parties provide or operate only *some of* the services, service components, or processes, the organization can normally demonstrate evidence of meeting the requirements specified in ISO/IEC 20000-1.

The scope of this document excludes the specification of products or tools. However, ISO/IEC 20000-1 and this document can be used to help with the development or acquisition of products or tools that support the operation of an SMS.

1.3 Structure

This document follows the clauses in ISO/IEC 20000-1 and, from Clause 4 onwards, provides three sections per clause or sub-clause:

- a) *Required activities*: a summary of the activities required by this clause in ISO/IEC 20000-1 Note that this summary does not replicate the requirement statements in ISO/IEC 20000-1 or add new requirements, but simply describes the activities;

- b) *Explanation*: an explanation of the purpose of the clause and practical guidance on clause contents, including examples and recommendations on how to implement the requirements of ISO/IEC 20000-1. When relevant, it refers to other parts of ISO/IEC 20000 and other relevant standards;
- c) *Other information*: guidance on roles and responsibilities and on documented information supporting the implementation of an SMS. Further relevant information can also be included.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements 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 20000-10, *Information technology — Service management — Part 10: Concepts and vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 20000-10 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

4 Context of the organization

4.1 Understanding the organization and its context

4.1.1 Required activities

The organization determines external and internal issues relevant to its purpose and affecting its ability to achieve the intended outcomes of the SMS.

4.1.2 Explanation

The purpose of this required activity is to set the context by determining those issues that are relevant to the organization's purpose and influence its ability to achieve the intended outcomes of the SMS. These outcomes include the delivery of value to its customers. Issues can vary, e.g. internal or external, positive or negative. All issues taken together provide the basic context in which the organization establishes its SMS.

NOTE The word 'issue' in this context can be factors or attributes that have a positive or negative impact. These are important topics, factors, or attributes for the organization in the context of its ability to deliver services of an agreed quality to its customers.

To implement an SMS successfully, the organization identifies and documents its internal and external context. Context includes the nature of the organization itself, the needs and expectations of other interested parties that have a stake in the SMS, and the scope of the SMS itself. Based on an understanding of these issues, the SMS can be established.

Early in the planning stage, the organization should establish how ISO/IEC 20000-1 is applicable to the organization's context, so that the initial scope of the SMS can be documented. Failing to identify the context, interested parties, and scope can lead to an unsuccessful or inefficient SMS.