

INFOTEHNOLOOGIA

Teenusehaldus

**Osa 3: Juhised standardi ISO/IEC 20000-1 käsitusala
määratlemise ja kohaldatavuse kohta**

Information technology

Service management

**Part 3: Guidance on scope definition and
applicability of ISO/IEC 20000-1
(ISO/IEC 20000-3:2012)**

EVS

EESTI STANDARDI EESSÕNA**NATIONAL FOREWORD**

<p>See Eesti standard EVS-ISO/IEC 20000-3:2013 „Infotehnoloogia. Teenusehaldus. Osa 3: Juhised standardi ISO/IEC 20000-1 käsitusala määramise ja kohaldatavuse kohta“ sisaldab rahvusvahelise standardi ISO/IEC 20000-3:2012 „Information technology – Service management – Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1“ identset ingliskeelset teksti.</p>	<p>This Estonian Standard EVS-ISO/IEC 20000-3:2013 consists of the identical English text of the International Standard ISO/IEC 20000-3:2012 „Information technology – Service management – Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1“.</p>
<p>Ettepaneku rahvusvahelise standardi ümbertrüki meetodil ülevõtuks on esitanud EVS/TK 4, standardi avaldamist on korraldanud Eesti Standardikeskus.</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.</p>
<p>Standard EVS-ISO/IEC 20000-3:2013 on jõustunud sellekohase teate avaldamisega EVS Teataja 2013. aasta märtsikuu numbris.</p>	<p>This standard has been endorsed with a notification published in the official bulletin of the Estonian Centre for Standardisation.</p>
<p>Standard on kättesaadav Eesti Standardikeskusest.</p>	<p>The standard is available from the Estonian Centre for Standardisation.</p>

Käsitusala

Selles standardi ISO/IEC 20000 osas antakse juhiseid käsitusala määramiseks, kohaldatavuseks ja standardis ISO/IEC 20000-1 spetsifitseeritud nõuetele vastavuse demonstreerimiseks.

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See standardi ISO/IEC 20000 osa aitab kindlaks teha, kas ISO/IEC 20000-1 on rakendatav teenuseosutaja asjaoludele. Ta selgitab, kuidas SMS-i käsitusala võib määratleda, sõltumatult sellest, kas teenuseosutajal on kogemusi teiste haldussüsteemide käsitusala määramisel.

On toodud juhised vastavushindamise liikide ja hindamise standardite kohta.

Toodud stsenaariumid ja näited kasutavad mitmeid tavaliselt esinevaid ja praktilisi teenuseosutaja asjaolusid.

See standardi ISO/IEC 20000 osa on kasulik konsultantidele ja hindajatele. See täiendab standardis ISO/IEC 20000-2 toodud juhiseid ISO/IEC 20000-1 rakendamiseks.

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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 20000-3:2012 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.

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.

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