

Australian/New Zealand Standard™

**Information technology —
Service management**

**Part 1: Service management system
requirements**



AS/NZS ISO/IEC 20000.1:2019

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- Australian Information Industry Association
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- Consumers' Federation of Australia
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Preface

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee IT-030, ICT Governance and Management, to supersede AS ISO/IEC 20000.1—2013, *Information technology — Service management, Part 1: Service management system requirements*.

The objective of this Standard is to specify the requirements for an organization to establish, implement, maintain and continually improve a service management system (SMS).

The requirements specified in this document include the planning, design, transition, delivery and improvement of services to meet the service requirements and deliver value.

This Standard is identical with, and has been reproduced from, ISO/IEC 20000-1:2018, *Information technology — Service management — Part 1: Service management system requirements*.

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