

Australian/New Zealand Standard™

**Information technology —
Service management**

**Part 3: Guidance on scope definition and
applicability of AS/NZS ISO/IEC 20000.1**



AS/NZS ISO/IEC 20000.3:2020

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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/NZS ISO/IEC 20000.3:2014, *Information technology — Service management — Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1*.

The objective of this Standard is to provide guidance on the scope definition and applicability to the requirements specified in AS/NZS ISO/IEC 20000.1.

This Standard can assist in establishing whether AS/NZS ISO/IEC 20000.1 is applicable to an organization's circumstances. It illustrates how the scope of an SMS can be defined, irrespective of whether the organization has experience of defining the scope of other management systems.

The guidance in this Standard can assist an organization in planning and preparing for a conformity assessment against AS/NZS ISO/IEC 20000.1.

Annex A contains examples of possible scope statements for an SMS. The examples given use a series of scenarios for organizations ranging from very simple to complex service supply chains.

This Standard can be used by personnel responsible for planning the implementation of an SMS, as well as assessors and consultants. It supplements the guidance on the application of an SMS given in AS/NZS ISO/IEC 20000.2.

Requirements for bodies providing audit and certification of an SMS can be found in AS/NZS ISO/IEC 20000.6 which recommends the use of this Standard.

This Standard is identical with, and has been reproduced from, ISO/IEC 20000-3:2019, *Information technology — Service management — Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1*.

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