

Australian/New Zealand Standard™

**Information technology —
Service management**

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



AS/NZS ISO/IEC 20000.2:2020

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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 20000.2—2013, *Information technology— Service management, Part 2: Guidance on the application of service management systems*.

The objective of this Standard is to provide guidance on the application of a service management system (SMS) based on AS/NZS ISO/IEC 20000.1. It provides examples and recommendations to enable organizations to interpret and apply AS/NZS ISO/IEC 20000.1, including references to other parts of the AS/NZS ISO/IEC 20000 series and other relevant standards.

An SMS as designed by an organization cannot exclude any of the requirements specified in AS/NZS ISO/IEC 20000.1.

This Standard is identical with, and has been reproduced from, ISO/IEC 20000-2:2019, *Information technology — Service management — Part 2: Guidance on the application of service management systems*.

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