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Australian/New Zealand Standard™

Information technology — Service management

Part 10: Concepts and vocabulary

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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 SA/SNZ TR ISO/IEC 20000.10:2014, *Information technology — Service management, Part 10: Concepts and terminology.*

The objective of this Standard is to describe the core concepts of AS/NZS ISO/IEC 20000 (all parts), identifying how the different parts support AS/NZS ISO/IEC 20000.1 as well as the relationships between AS/NZS ISO/IEC 20000.1 and other Standards and Technical Reports.

This document also includes the terminology used in all parts of AS/NZS ISO/IEC 20000 and ISO/IEC 20000, so that organizations and individuals can interpret the concepts correctly.

This Standard is identical with, and has been reproduced from, ISO/IEC 20000-10:2018, *Information technology — Service management — Part 10: Concepts and vocabulary.*

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Contents

Preface ii

Foreword v

Introduction vii

1 Scope 1

2 Normative references 1

3 Terms and definitions 1
- 3.1 Terms specific to management system standards 1
- 3.2 Terms specific to service management used in the ISO/IEC 20000 series 5
- 3.3 Terms specific to service management used in the ISO/IEC 20000 series but not used in ISO/IEC 20000-1 9

4 Terminology used in ISO/IEC 20000 (all parts) 9

5 Service management systems (SMS) 10
- 5.1 General 10
- 5.2 What is an SMS? 10
- 5.3 The integrated approach 11
- 5.4 Continual improvement 11
- 5.5 Benefits of an SMS based on ISO/IEC 20000-1 11
  - 5.5.1 General benefits of an SMS 11
  - 5.5.2 Benefits from independent assessment of an SMS against ISO/IEC 20000-1 12
  - 5.5.3 Benefits related to different service management scenarios 12
- 5.6 Misperceptions about an SMS and ISO/IEC 20000-1 15

6 Overview of the parts of ISO/IEC 20000 16
- 6.1 General 16
- 6.2 ISO/IEC 20000-1:2018, *Service management system requirements* 17
  - 6.2.1 Scope 17
  - 6.2.2 Purpose 17
- 6.3 ISO/IEC 20000-2, *Guidance on application of service management systems* 18
  - 6.3.1 Scope 18
  - 6.3.2 Purpose 18
  - 6.3.3 Relationship with ISO/IEC 20000-1 18
- 6.4 ISO/IEC 20000-3, *Guidance on scope definition and applicability of ISO/IEC 20000-1* 18
  - 6.4.1 Scope 18
  - 6.4.2 Purpose 19
  - 6.4.3 Relationship with ISO/IEC 20000-1 19
- 6.5 ISO/IEC TR 20000-5:2013, *Exemplar implementation plan for ISO/IEC 20000-1* 19
  - 6.5.1 Scope 19
  - 6.5.2 Purpose 19
  - 6.5.3 Relationship with ISO/IEC 20000-1 19
- 6.6 ISO/IEC 20000-6:2017, *Requirements for bodies providing audit and certification of service management systems* 20
  - 6.6.1 Scope 20
  - 6.6.2 Purpose 20
  - 6.6.3 Relationship with ISO/IEC 20000-1 20
- 6.7 ISO/IEC TR 20000-11:2015, *Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: ITIL®*[1)] 20
  - 6.7.1 Scope 20
  - 6.7.2 Purpose 20
  - 6.7.3 Relationship with ISO/IEC 20000-1 20

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