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Australian Standard<sup>®</sup>

**Information technology—Service  
management**

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



This Australian Standard® was prepared by Committee IT-030, ICT Governance and Management. It was approved on behalf of the Council of Standards Australia on 3 October 2013.

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Standards Australia wishes to acknowledge the participation of the expert individuals that contributed to the development of this Standard through their representation on the Committee and through the public comment period.

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AS ISO/IEC 20000.2—2013

Australian Standard<sup>®</sup>

## **Information technology—Service management**

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

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## PREFACE

This Standard was prepared by the Australian members of Standards Australia Committee IT-030, ICT Governance and Management and supersedes AS ISO/IEC 20000.2—2007, *Information Technology—Service Management, Part 2: Code of Practice*.

After consultation with stakeholders in both countries, Standards Australia and Standards New Zealand decided to develop this Standard as an Australian Standard rather than an Australian/New Zealand Standard.

The objective of this Standard is to provide standardization in the field of service management, and in particular guidance on the application of a service management system (SMS) based on AS ISO/IEC 20000.1.

This Standard is identical with, and has been reproduced from ISO/IEC 20000-2:2012, *Information technology—Service management, Part 2: Guidance on the application of service management systems*.

This second edition cancels and replaces the first edition (AS ISO/IEC 20000.2—2007), which has been technically revised. The main differences are as follows:

- (a) Closer alignment to AS/NZS ISO 9001.
- (b) Closer alignment to AS/NZS ISO/IEC 27001.
- (c) Change of terminology to reflect international usage.
- (d) New guidance on governance of processes operated by other parties.
- (e) More guidance on defining the scope of the SMS.
- (f) More guidance on continual improvement of the SMS and services.
- (g) More guidance on the design and transition of new or changed services.

As this Standard is reproduced from an International Standard, the following applies:

- (i) In the source text ‘this part of ISO/IEC 20000’ should read ‘this Australian Standard’.
- (iii) A full point substitutes for a comma when referring to a decimal marker.

References to International Standards should be replaced by references to Australian or Australian/New Zealand Standards, as follows:

<i>Reference to International Standard</i>	<i>Australian Standard</i>
ISO/IEC	AS ISO/IEC
20000 Information technology—Service management	20000 Information technology—Service management
20000-1 Part 1: Service management system requirements	20000.1 Part 1: Service management system requirements

The term ‘informative’ has been used in this Standard to define the application of the annex to which it applies. An ‘informative’ annex is only for information and guidance.

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