



BSI Standards Publication

Information technology — Service management

Part 10: Concepts and vocabulary

National foreword

This British Standard is the UK implementation of [ISO/IEC 20000-10:2018](#). It supersedes [PD ISO/IEC TR 20000-10:2015](#), which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee IST/60/2, IT Service Management.

A list of organizations represented on this committee can be obtained on request to its secretary.

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management —**

Part 10:
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*Technologies de l'information — Gestion des services —
Partie 10: Concepts et terminologie*