
**Information technology — Service
management —**

Part 5:
**Implementation guidance for ISO/IEC
20000-1**

Technologies de l'information — Gestion des services —

*Partie 5: Exemple de plan de mise en application pour l'ISO/CEI
20000-1*





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Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Key considerations	1
4.1 Understanding ISO/IEC 20000-1.....	1
4.2 Appropriate use of an SMS.....	2
4.3 Scope of an SMS.....	2
4.4 An SMS as a goal-oriented system.....	3
4.5 Support and commitment.....	3
4.6 Risk-based thinking.....	4
4.7 Project readiness.....	4
4.8 Project team.....	5
4.9 Outsourcing some part of implementation.....	6
4.10 Tools.....	6
4.11 Very small entities.....	7
4.12 Integration with other management systems.....	7
4.13 Organizational change management.....	8
5 Implementation steps	8
5.1 Implementation considerations.....	8
5.2 Phased implementation.....	9
5.2.1 General.....	9
5.2.2 Approach 1: A subset of SMS processes in each phase.....	10
5.2.3 Approach 2: Evolution of the SMS at three levels.....	13
5.3 Initiation.....	19
5.3.1 Business case development.....	19
5.3.2 Baseline assessment/gap analysis.....	19
5.3.3 Set target state.....	20
5.4 Planning.....	21
5.5 Implementation.....	22
5.6 Evaluation.....	22
5.7 Future action.....	22
6 Implementation challenges	22
7 Post-implementation	31
7.1 Monitoring and control of the SMS and improving services.....	31
7.2 Preparation for the certification audit.....	31
7.3 Post-audit actions.....	31
7.4 Organizations not seeking certification.....	32
Bibliography	33