



ISO/IEC 20000 Overview

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Please note:

- All participants have been muted.
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Topics to be covered

- Who is this standard for?
- Main parts of ISO/IEC 20000.
 - General Requirements
 - Design and transition of services
 - Delivery of Services
 - Managing relationships
 - Resolving incidents
 - Controlling changes and deployment of services
- Responses to questions asked during presentation



Who is ISO/IEC 20000 for?

- This standard is written for information technology service providers and its requirements include the design, transition, delivery and improvement of service offerings. It can be used by providers of voice and data services, cloud services, consulting services, and help desk services just to name a few.
- The requirements in ISO/IEC 20000-1 focus on fulfilling service requirements and providing value for both the customer and service provider.
- The coordinated implementation and integration of a service management system (SMS) provide control and opportunities for continual improvement, greater effectiveness and efficiency.

ISO/IEC 20000-1 Requirements

General Requirements

- This section of the standard focuses on establishing the foundation of the SMS. Its requirements include commitment from top management, establishing a service management policy, assigning responsibilities and authorities of the SMS, documentation control, and defining the scope of the SMS.
- A key part of this section of the standard is the identification of processes carried out by other parties that are part of the service management system. The service provider seeking to be certified or conform with the standards requirements must demonstrate the ability to control and be accountable for processes or parts of processes operated by other parties. There are no permissible exclusions to the requirements in ISO/IEC 20000-1, so parts of the SMS operated by other parties must still be demonstrated to be controlled and governed by the service provider seeking certification.

ISO/IEC 20000-1 Requirements

Design and Transition of Services

- The intent of this process is to establish and implement plans and procedures to control the delivery of new or significantly changed services.
- The requirements for this process include formal planning of the new or changed service, including assigning authority and responsibility for design, development and transition activities, resources needed, timescale for planned activities, service acceptance criteria, and expected outcome from the new or changed service.
- A formal design procedure is to be used to document characteristics of the service and to record changes to other services, SLA's, resources needed, procedures etc. within the SMS. The service provider must ensure the design enables the new or changed service to meet the service requirements, and the new or changed service must be developed in accordance with the documented design.

ISO/IEC 20000-1 Requirements

Design and Transition of Services continued

- The transition activities include testing of the new or changed service to against the documented design and service requirements, including service acceptance criteria. The results of the transition activities shall be used by the service provider and interested parties to determine if it is ready to deploy.
- This process and the change management process that is part of the control processes can create confusion on when it is appropriate to use which process. The intent is for this process to be used when the changes proposed have the potential to have a major impact on services and customers, and require increased levels of visibility and control to manage the higher risk levels. The change management policy is also required to include the criteria used to determine if a change may have a major impact on services or the customer, and therefore use this process instead of the change management process.

ISO/IEC 20000-1 Requirements

Delivery of Services

- This section of the standard includes requirements which address the delivery of the services offered by the service provider. Key points in this section include:
 - Service level management – Establishing and agreeing on the services to be delivered with the customer including service level agreements (SLA's).
 - Service reporting – Reports concerning service performance against service targets, significant incidents, customer satisfaction measurements and complaints, and other information shall be produced and their purpose, audience, and frequency shall be agreed upon by the service provider and interested parties.

ISO/IEC 20000-1 Requirements

Delivery of Services continued

- Service continuity and availability – Service providers are required to assess risks to the availability of services provided, and service continuity and availability requirements will be agreed upon between the service provider, customer, and interested parties. The availability requirements must include access rights to the services, service response time, and end to end availability of services. The provider must also maintain service continuity plan(s) and test them against the agreed upon service continuity requirements.
- Budgeting and accounting for services – Policies and procedures are required for budgeting and accounting for service components, apportioning indirect costs and allocating direct costs to services to provide a total cost for services in order to enable effective financial control and decision making.

ISO/IEC 20000-1 Requirements

Delivery of Services continued

- Capacity management – Service providers shall identify and agree upon capacity and performance requirements of services with their customers. A capacity plan will be maintained and must consider human, technical, information and financial resources. Capacity shall be monitored and sufficient capacity must be provided to fulfill agreed upon performance and capacity requirements.
- Information Security – Service providers must create an information security policy that takes into consideration service requirements, statutory and regulatory requirements and contractual obligations. Information security risk assessments must be conducted at planned intervals as well as when requests for changes are made, and appropriate controls implemented to manage information security risks

ISO/IEC 20000-1 Requirements

Relationship Processes

- This section of the standard gives requirements for service providers regarding communication with customers as well as suppliers.
 - Business relationships – The standard requires that each customer shall have a designated individual who is responsible for managing the customer relationship and customer satisfaction. The service provider shall establish the channels to be used to facilitate communication with the customer including service complaints. The performance of the services provided shall be reviewed with the customer at planned intervals, and customer satisfaction shall be measured and reviewed at planned intervals.

ISO/IEC 20000-1 Requirements

Relationship Processes continued

- Supplier management – The service provider shall have a designated individual who is responsible for managing the relationship for each supplier. There shall also be a contract in place with each supplier that is part of the SMS, the contract must address requirements to be fulfilled by the supplier, service targets, reporting and communication to be provided by the supplier, amongst others. Suppliers performance must also be monitored and measured against service targets and other contractual obligations.

ISO/IEC 20000-1 Requirements

Resolution Processes

- In this section of the standard the requirements for incident and service request management, and problem management are defined.
 - Incident and service request management – The standard requires a documented procedure for managing incidents, and for managing service requests. In both cases the procedures need to ensure consistent recording of incidents or service requests, prioritization and classification of incident or service request, necessary activities to resolve incident or fulfill service request, actions needed to update and close incident or service request, and escalation as needed to ensure resolution of incident or service request.

ISO/IEC 20000-1 Requirements

Resolution Processes continued

- Problem management – The standard requires a documented procedure for identifying and mitigating or avoiding the impact of incidents and problems. The procedure includes similar requirements to that of the incident and service request procedures, such as consistent recording, prioritizing and classifying etc. The key point in this process is that it is to be used to identify the unknown, underlying root causes of incidents and propose permanent resolutions. It can also be used to proactively identify and prevent incidents through trend analysis and preventative action recommendations.

ISO/IEC 20000-1 Requirements

Control Processes

- The processes in this section of the standard are intended to manage and control the service assets and configurations, as well as their relationships. Fulfillment of the requirements in this section will help ensure consistency and stability of the services offered.
 - Configuration management – The standard requires that all configuration items (CI's) must have a documented definition. The definition must describe the CI, relationships between itself and other CI's or service components, status, version, location, associated requests for change and associated problems and known errors. These definitions must be recorded in a configuration management database (CMDB) and updated as needed. By fulfilling these requirements service providers can avoid incidents by being alerted to known issues or previous incidents that occurred with the same configuration items on other service instances.

ISO/IEC 20000-1 Requirements

Control Processes continued

- Change management – Service providers shall establish a change management policy which defines CI's under control of change management, and criteria used to determine changes that may have a major impact to the service or customer. As referenced earlier, the change management policy will define the types of changes that should be handled by the change management process, and those that need to go through the design and transition of new or changes services processes. It is required that all requests for changes be recorded and classified, and that the service provider shall decide on accepting requests for changes after considering the risks, potential impacts, service requirements, feasibility and financial impacts. Approved changes will be developed and tested and a schedule for deploying them shall be established and communicated.

ISO/IEC 20000-1 Requirements

Control Processes continued

- Release and deployment management – In this section the standard defines requirements for planning and deploying new or changed services and service components. The planning shall be coordinated with the change management process for applicable information regarding requests for change, and known errors and problems. Releases must be built and tested prior to deployment in a controlled test environment, and acceptance criteria must be agreed with the customer and interested parties. The release shall be verified against this agreed upon acceptance criteria. Where possible the activities required to reverse an unsuccessful deployment shall be planned and tested, and used in the event of an unsuccessful deployment into the live environment. The release shall be monitored after deployment to determine success or failure, this information shall be recorded and analyzed to identify opportunities for improvement.



Questions and Answers

- Thank you for attending!
- Contact us for further information at 800-800-7910
- Contact me directly at jlaffey@pjr.com