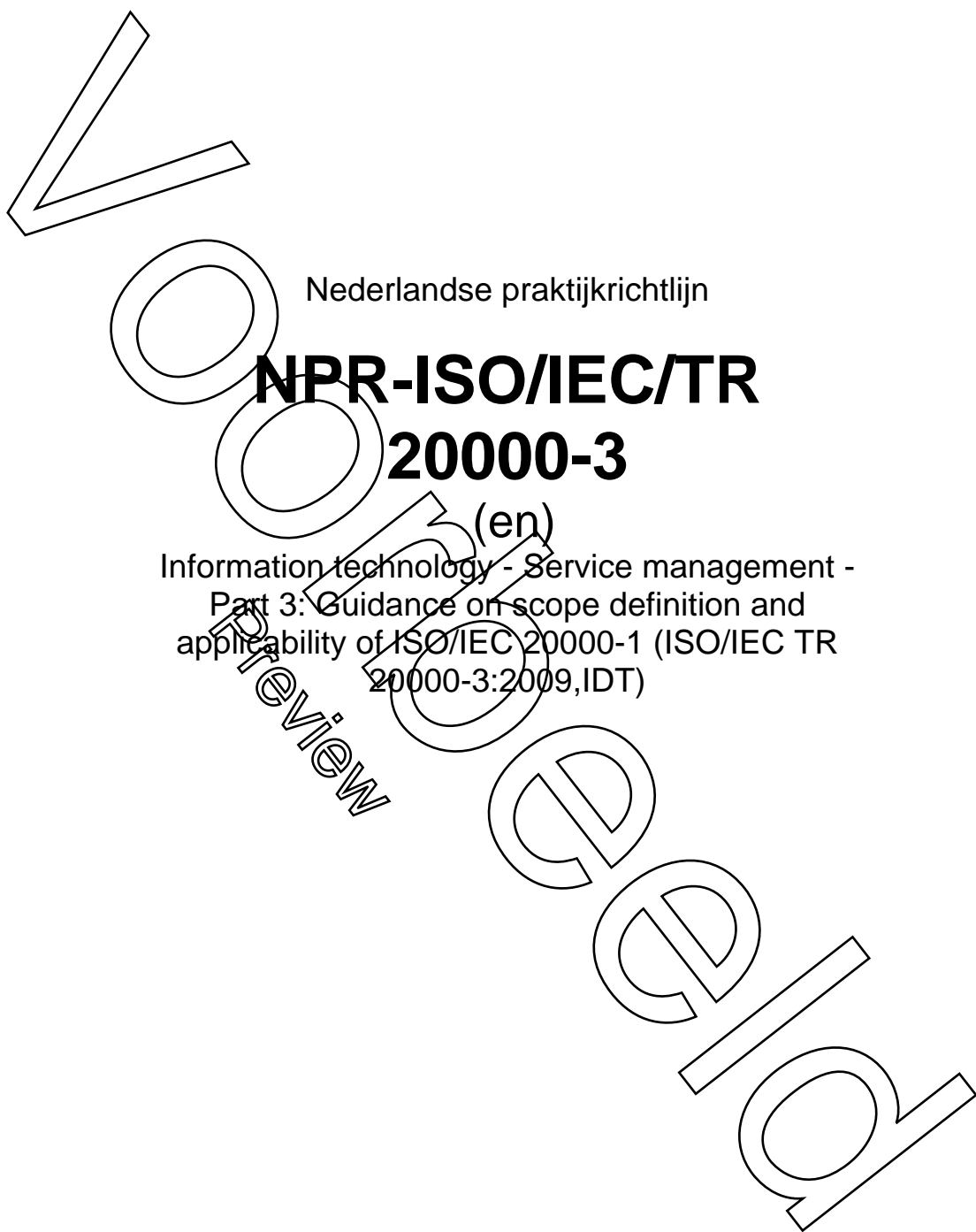


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NPR-ISO/IEC/TR 20000-3

(en)

Information technology - Service management -
Part 3: Guidance on scope definition and
applicability of ISO/IEC 20000-1 (ISO/IEC TR
20000-3:2009, IDT)

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Information technology — Service management —

**Part 3:
Guidance on scope definition and applicability of ISO/IEC 20000-1**

*Technologies de l'information — Gestion des services —
Partie 3: Directives pour la définition du domaine d'application et
l'applicabilité de l'ISO/CEI 20000-1*

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

In exceptional circumstances, the joint technical committee may propose the publication of a Technical Report of one of the following types:

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Technical Reports of types 1 and 2 are subject to review within three years of publication, to decide whether they can be transformed into International Standards. Technical Reports of type 3 do not necessarily have to be reviewed until the data they provide are considered to be no longer valid or useful.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

ISO/IEC TR 20000-3, which is a Technical Report of type 2, was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

ISO/IEC TR 20000-3 was developed for use with ISO/IEC 20000-1 and ISO/IEC 20000-2.

ISO/IEC 20000 consists of the following parts, under the general title *Information technology — Service management* —

- *Part 1: Specification*
- *Part 2: Code of practice*
- *Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1* [Technical Report]
- *Part 5: Exemplar implementation plan for ISO/IEC 20000-1* [Technical Report]

Introduction

This part of ISO/IEC 20000 provides guidance on scope definition, applicability and demonstration of conformity for the service provider aiming to fulfil the requirements specified in ISO/IEC 20000-1, or for the service provider intending to use ISO/IEC 20000-1 as a business objective. The intended user of this part of ISO/IEC 20000 is the service provider, but it could also be useful for consultants and assessors. It supplements the advice in the code of practice, ISO/IEC 20000-2, which provides generic guidelines for implementing a service management system (SMS) in accordance with ISO/IEC 20000-1. It is not intended as guidance on obtaining an ISO/IEC 20000-1 certificate.

This part of ISO/IEC 20000 takes the form of examples, guidance and recommendations. It should not be quoted as if it were a specification of requirements and particular care should be taken to ensure that declarations of conformity are not misleading.

ISO/IEC 20000-1 specifies requirements for an SMS to deliver information technology (IT) services. There are no requirements that relate to organization structure, size, names and type. ISO/IEC 20000-1 applies to service providers irrespective of size. The process requirements described in ISO/IEC 20000-1 do not change with organizational structure, technology or service. Operating the processes in a particular system or service environment will result in unique skill, tool and information requirements, even though the process attributes are unchanged.

The service provider who implements an SMS based on ISO/IEC 20000-1 is required to define the scope of the SMS as part of its planning. This part of ISO/IEC 20000 provides guidance on defining the scope of the SMS and on the applicability of ISO/IEC 20000-1. Guidance provided in this part of ISO/IEC 20000 will also be useful to the service provider who is making preparations for conformity assessment against ISO/IEC 20000-1, including how to state the scope of the SMS for the assessment.

Service management processes in the IT industry can cross many organizational, legal and national boundaries as well as different time zones. Many service providers depend on a complex supply chain for the delivery of services. Many service providers also provide a range of services to several different types of customer. This makes the scope of the SMS, and the agreement of the scope statement, a complex stage in the service provider's use of ISO/IEC 20000-1.

This part of ISO/IEC 20000 provides practical examples of scope statements for the service provider irrespective of whether they have experience of documenting a scope statement required by other management system standards.

Voorbeeld
Preview

Information technology — Service management —

Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1

1 Scope

ISO/IEC 20000-1 specifies a number of related management processes. This part of ISO/IEC 20000 provides guidance and commentary on scope definition and applicability of ISO/IEC 20000-1 to enable the service provider to fulfil the requirements specified in ISO/IEC 20000-1.

This part of ISO/IEC 20000 assists the service provider who is planning service improvements or preparing for a conformity assessment against ISO/IEC 20000-1. It can also assist the service provider who is considering using ISO/IEC 20000-1 for establishing a service management system (SMS) and who needs specific advice on whether ISO/IEC 20000-1 is applicable to its circumstances. Finally, it shows how to define the scope of an SMS based on practical examples.

This part of ISO/IEC 20000 gives a list of main points on stating scope, on the applicability of ISO/IEC 20000-1 and on demonstrating conformity to ISO/IEC 20000-1. It also includes examples of scope statements, which vary according to the service provider's circumstances.

2 Normative references

The following referenced document is indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 20000-1, *Information technology — Service management — Part 1: Specification*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 20000-1 and the following apply.

3.1

assessor

person, an internal or external auditor, who performs assessment activities necessary to establish whether the service provider's service management system fulfils the requirements specified in ISO/IEC 20000-1

4 Fulfilling the requirements specified in ISO/IEC 20000-1

Some service providers who have implemented a service management system (SMS) based on ISO/IEC 20000-1 wish to demonstrate conformity to the requirements specified in ISO/IEC 20000-1. The

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