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Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives or www.iec.ch/members_experts/refdocs).

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 40, *IT Service Management and IT Governance*.

This first edition cancels and replaces the second edition (ISO/IEC TR 20000-5:2013), which has been technically revised.

The main changes are as follows:

— updated relevant content based on the release of ISO/IEC 20000-1:2018;

— taken into account organizations which are not mature in service management;

— revised a three-phased plan to manage a service management system (SMS) implementation.

A list of all parts in the ISO/IEC 20000 series can be found on the ISO and IEC websites.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

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Introduction

This document provides guidance for organizations on how to implement a service management system (SMS).

An SMS supports the management of the service lifecycle, including the planning, design, transition, delivery and improvement of services, which meet agreed requirements and deliver value for customers, users and the organization delivering the services. ISO/IEC 20000-1 specifies requirements for planning, establishing, implementing, maintaining and continually improving an SMS.

This document focuses on providing the key considerations and different approaches for organizations which want to plan and implement an SMS for the first time or improve an existing implementation. These organizations, also known as service providers, can provide different types of services using technology and digital information. They can be of any size, sector or type, with different organizational structures or business models.

Organizations can approach the implementation of an SMS in any way: as part of a programme, a major project, or in a more incremental manner with different phases or iterations. The results of any gap analysis will determine which approach is appropriate for each organization. Organizations can use different methodologies for an SMS implementation.

This document addresses the typical steps for implementation of a phase or a whole project including project initiation, planning, implementation, evaluation and future action. Implementation of an SMS based on three maturity levels is also described in this document.

During the implementation of an SMS, an organization will potentially face many challenges. This document illustrates some of the challenges and the key considerations for overcoming them.

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