

IT consulting newsflash

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Revision of ISO 20000: Information technology service management

As part of its ongoing efforts to keep ISO standards current and relevant, the International Standards Organization (ISO) has recently revised the ISO/IEC 20000 standard on information technology service management. The new standard (ISO/IEC 20000-1:2018) replaces the withdrawn standard (ISO/IEC 20000-1:2011).

Improvements in the new standard include:

- The introduction of an explicit requirement to "establish, implement, maintain and continually improve a service management system (SMS)"
- The inclusion of terms and definitions specific to management system standards
- The introduction of additional service planning; knowledge, asset and demand management; and service delivery requirements
- Multiple service providers are managed by a service integrator
- Annex SL is structured similarly to other standards, simplifying the implementation of multiple standards and reducing redundant processes in business management systems
- New requirements around the context of an organization
- Updated actions to address risks and opportunities, documented information, resources, competence and awareness
- Infrastructure-specific availability and capacity plans have been replaced with a requirement to plan service availability and capacity
- Maintaining configuration information has been highlighted, rather than a formal configuration management database
- Incident management and service request management processes have been separated

Please call us if you would like to discuss.



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