ISO/IEC 20000-1:2018 - THE PRACTICAL GUIDE

ISO standards are written in a way that it should be unambiguous what is meant with the text. Especially management system standards, such as ISO/IEC 20000-1 need to follow strict guidelines and use specific terminology that make it clear what the requirements are and how they should be audited.

This does not always lead to an easily accessible document, though. Especially for people who are new to using standards and want to take their first steps towards implementing a service management system (SMS), it can be a daunting task to determine what needs to be done in practice to meet the requirements of the standard.

There are other parts of the ISO/IEC 20000 series that provide more guidance, such as ISO/IEC 20000-3, ISO/IEC 20000-3 and ISO/IEC 20000-5. However, even with these, new users of ISO standards may need a different type of guidance.

THE PRACTICAL GUIDE

This is why the committee responsible for the ISO/IEC 20000 series has come up with a low-entry document that provides practical guidance and context on how to implement an SMS and meet the requirements of ISO/IEC 20000-1. This Practical Guide or Handbook has a wealth of content that guides people interested in service management through various subjects:
1. Getting started with ISO/IEC 20000-1. This section guides the reader through practical steps to achieve conformance with the requirements of ISO/IEC 20000-1. It also discusses how to deal with situations where Lean, Agile or DevOps are used in an SMS; the impact of digitally disruptive technologies, such as artificial intelligence or cloud computing; and the way in which an SMS can be implemented for small-to-medium enterprises.

2. Achieving sustained success in service management. This section discusses a growth-path for the SMS beyond the requirements of ISO/IEC 20000-1. It discusses process maturity, organizational maturity and the maturity of people in the organization.

3. ISO/IEC 20000-1 and related frameworks. Service management rarely exists in isolation, but uses the input from other standards and frameworks. This section discusses quality management with ISO 9001, information security management with ISO/IEC 27001, project management, risk management, governance, and the use of other service management frameworks such as ITIL, CMMI and VeriSM in combination with ISO/IEC 20000-1.

4. Finally, an appendix discusses how to design (service management) processes in detail and an extensive bibliography has references to further documentation that can be helpful when establishing an SMS.

Find the guide here: [https://www.iso.org/publication/PUB100441.html](https://www.iso.org/publication/PUB100441.html).