Title: The Future of IT Service Management: ISO/IEC 20000 Part 14 - SIAM

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Sharing the Vision of ISO and Dansk IT (the Danish SIAM Network).

In the ever-evolving landscape of IT service management, staying up to date with the latest standards and practices is essential. As passionate advocates for the dissemination of information related to ISO and the committees and working groups that develop these standards, we are delighted to announce an exciting opportunity to engage with the IT service management community.

Petr McKenzie and Michelle Major-Goldsmith (ISO Editors) will be participating in an upcoming event hosted by Dansk IT, and their SIAM Network, where they will be sharing insights into the future of IT service management, specifically focusing on ISO/IEC 20000 Part 14 - Service Integration and Management (SIAM).

ISO: Setting the Global Standard

The International Organisation for Standardisation (ISO) and the International Electrotechnical Commission (IEC) has long been recognised as the global pioneers in establishing standards that underpin various industries and domains. These standards play a pivotal role in certifying organisations, ensuring compliance with best practices, and fostering trust in business operations.

Why SIAM Now?

Service Integration and Management (SIAM) has become indispensable in scenarios where IT services are sourced from multiple providers. This demand for efficient coordination has been substantiated by the SIAM Bodies of Knowledge (BoKs) and the Scopism Annual SIAM Survey, which has indicated a significant global surge in the adoption of SIAM in the IT industry. Recognising this, ISO is poised to introduce ISO/IEC 20000 Part 14 - SIAM to provide consistency and guidance for effective service integration and management.

What to Expect from ISO/IEC 20000 Part 14 - SIAM

ISO/IEC 20000 Part 14 - SIAM is set to address critical aspects of governance, coordination, collaboration, and interface management between service providers. This forthcoming standard will empower organisations to establish robust processes and controls for delivering IT services from multiple providers while aligning with overarching service objectives. The document provides guidance to organisations looking to enhance their SMS by integrating a service integrator, particularly focusing on SIAM, when managing services sourced from multiple providers. The intended users of the document include organisations managing multiple service providers within an SMS and consultants/advisors supporting organisations in SMS implementation or improvement with a SIAM approach. In an era where efficiency, adaptability, and innovation are paramount, the success of IT services is pivotal. ISO/IEC 20000 Part 14 will equip the industry with the necessary tools and resources to foster future growth and resilience.

Let’s Collaborate

If your organisation or team is eager to delve deeper into ISO/IEC 20000 Part 14 - SIAM or IT service management in general, we encourage you to reach out to us. We are always enthusiastic about sharing our expertise and insights, and we would be delighted to arrange for one of our experts to speak with your group or team.

As we navigate the dynamic landscape of IT service management together, let’s continue to foster knowledge-sharing and innovation for the benefit of our industry and its stakeholders.

Stay Informed

To stay updated on the release of ISO/IEC 20000 Part 14 - SIAM and to access further information on ISO and related developments, we invite you to visit the official websites of the International Organisation for Standardisation (ISO)

https://committee.iso.org/home/jtc1sc40

Additionally, feel free to connect with us through our LinkedIn Page.