# ISO/IEC 20000 – Revised Parts 1 and 10 have been published

Parts 1 and 10 of ISO/IEC 20000 were published on September 15th 2018 by ISO in English and French. Each national standards body will now take a few days to publish in their own names or to translate.

Part 1 is Service Management System requirements.

It is the main part of the series and provides the requirements for certification to the standard – this is what you must do that the auditor will assess you against. This is the 3rd edition of part 1 (others were in 2005 and the current edition published in 2011). The SMS framework has been revised as follows:
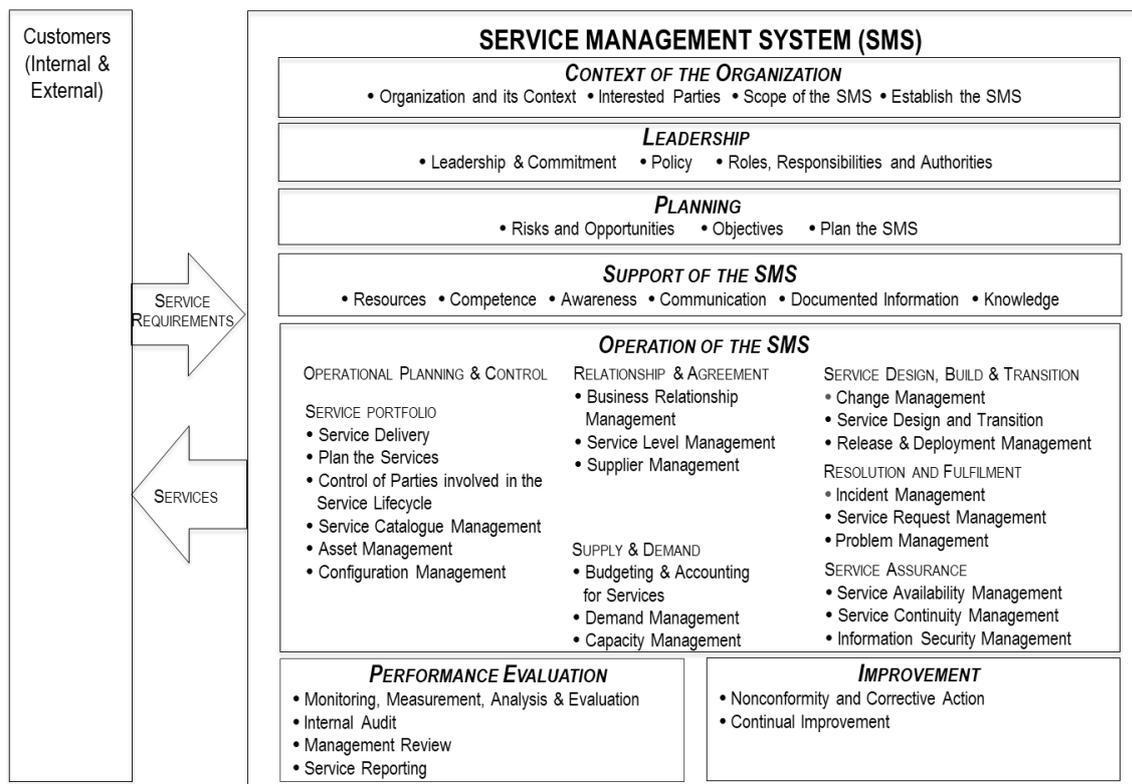
Part 10 is Concepts and Vocabulary.

This is the 3rd edition. It contains all of the terms and definitions for the 20000 series. Note that part 1 also contains the terms and definitions relevant to part 1. Part 10 repeats these and also has extra terms used in other parts of the series. It is vital for any standard to understand the definitions of terms and not assume that you know them. For example, the definition of incident in 20000-1 is 'unplanned interruption to a service, a reduction in the quality of a service or an event that has not yet impacted the service to the customer or user.' This is different from the definition in ITIL and perhaps some other methods/framework and it is important to understand that difference in order to correctly apply the requirements of the standard.

Part 10 also contains the concepts for the 20000 series. It has an overview of a service management system. It has a useful section on the benefits and myths around 20000. It provides a summary of

the purpose of each of the parts of the 20000 series such as parts 2, 3, 5, 6. It also covers the purpose and relationship with many related standards such as ISO/IEC 27001 and ISO 9001.

Other parts of the 20000 series

Parts 2 and 3 are being updated and will be available in 2019.

Part 4, Process reference model, and Part 9, the Application of ISO/IEC 20000-1 to cloud services, are out of date and have been withdrawn.

Part 5 is currently subject to a survey to review what should happen to it in the future.

Part 7 is a new part that is being developed – Guidance on the integration of ISO/IEC 20000-1, ISO 9001 and ISO/IEC 27001. This should be published in 2019.

Part 11, mapping to ITIL, will be updated once ITIL4 is available.

Part 12, mapping to CMMi-SVC, is being updated and should be available in 2019.

Part 13 is a new part that is being developed – Mapping to COBIT.

There will also be a new ISO Handbook on ISO/IEC 20000-1 which will cover its application to new methods and technologies. This should be published in 2019.

APMG certification and qualifications

APMG has or will put out statements about certification to registered certification bodies and qualifications to accredited training organizations for the revised part 1.

Summary

If you are already certified or starting to implement ISO20000 part 1, do not worry, there will be a 3-year transition period following the revision of part 1.

Lynda Cooper will speak at the ITSMF UK conference in London on November 19th about the revised ISO/IEC 20000-1. Lynda is also running workshops on the revised ISO/IEC 20000-1 for Ozona in Madrid, Lisbon and Barcelona on October 16 - 18.

Lynda Cooper, an independent consultant and trainer, is one of the first people in the world to hold the ITIL Master qualification. Lynda chairs the BSI committee for IT service management (ITSM). Lynda sits on various ISO/IEC committees representing the UK and is the project editor for ISO/IEC 20000-1. lynda.cooper@service20000.com