

## ISO newsletter article about the revised ISO/IEC 20000

The ISO international standards newsletter has an article on ISO/IEC 20000 parts 1 and 10 which were published in September 2018. These are the requirements and concepts/vocabulary standards for service management.

[https://www.iso.org/news/ref2326.html?utm\\_medium=email&utm\\_campaign=ISO%20Newsletter%20October%202018&utm\\_content=ISO%20Newsletter%20October%202018+CID\\_83f02367c95f69a8b9851228562e7448&utm\\_source=Email%20marketing%20software&utm\\_term=Read%20more](https://www.iso.org/news/ref2326.html?utm_medium=email&utm_campaign=ISO%20Newsletter%20October%202018&utm_content=ISO%20Newsletter%20October%202018+CID_83f02367c95f69a8b9851228562e7448&utm_source=Email%20marketing%20software&utm_term=Read%20more)

Having read this article, you will see links to parts 1 and 10 at the side of the page. If you follow these links, and then click on PREVIEW, you will be able to see the foreword (what has changed), introduction, clauses 1 (scope), 2 (normative references), 3 (terms and definitions) and the bibliography. To see the full details in the standard, obviously you will need to purchase the standards.

### What about the other parts of the 20000 series?

The ISO committee is working on the revision of the supporting parts. Parts 2 and 3 will be published in 2019 providing guidance on the application of part 1 and scoping/applicability. Also coming in early 2019 is a new ISO Handbook on ISO/IEC 20000 which will be an easy to read overview of the 20000 series, how it can be used with various service management methods and emerging technologies, integration with other standards and how a small or medium sized business can use this standard. Finally, later in 2019, expect to see a new part 7 which will provide guidance on the integration of ISO/IEC 20000-1 with ISO 9001 (quality management) and ISO/IEC 270001 (information security management).

The mapping standards, Part 11 for ITIL®, part 12 for CMMI-SVC® and part 13 for COBIT5®, will also be aligned to the new part 1. The ITIL mapping is dependent on the ITIL Update and will not start until that is stable. The CMMi-SVC mapping is already being updated. The COBIT5 mapping is new and being developed.

Part 4, process reference model (PRM), has been handed over to another committee who also own the process assessment model (PAM) for service management. An update aligned to the revised part 1 will be published in 2019 or 2020 as part of the 33000 series which publish many PRM/PAM standards.

Part 5, exemplar implementation model, is the subject of discussion about its future – watch this space. Part 6, requirements for certification bodies, is already aligned to both the 2011 and the 2018 edition so part 1 and does not need to be updated. Part 8 – there is no part 8! The number may be used for any future new parts. Part 9, guidance on the application to cloud services, has been withdrawn as it is partially covered in the new ISO Handbook.

### Watch this space for further blogs on ISO/IEC 20000-1:2018.

Lynda Cooper is the project editor of ISO/IEC 20000-1, the chair of the BSI committee and the UK representative to the international committee on service management. Lynda offers consultancy and training on service management and information security based on ISO/IEC 20000 and ISO/IEC 27001.

Lynda will be running masterclasses on the new standard in Madrid (Ozona Oct 16), Lisbon (Oct 17), Barcelona (Oct 18) and London (ITSMF Dec 13). Lynda is speaking at the ITSMF UK conference on November 19 in London #ITSM18