

ISO/IEC 20000-1 Mapping from 2011 to 2018 edition

The 3rd edition of ISO/IEC 20000-1 Service management standard was published on September 15th 2018. For those already certified to the 2011 edition, it will be necessary to transition to the 2018 edition by September 2020 (date to be confirmed).

Understanding the mapping from the old to the new will support this transition.

Many of the mappings are obvious – the name is the same and these are not shown below. However, this does not mean that the requirements are the same – some have little change and some have more major change. The tables below give the main mappings only. There are also other more detailed mappings where, for example, one line of a 2011 clause is mapped into a 2018 clause. These have been shown if it is the only mapping available but otherwise not shown on the mapping below.

The obvious split of clauses from the 2011 edition are not shown below but the less obvious ones are shown.

ISO/IEC 20000-1:2011	ISO/IEC 20000-1:2018
4.4 Resource management	7.1 Resources 7.2 Competence 7.3 Awareness
6.1 Service level management	8.2.4 Service catalogue management 8.3.3 Service level management 8.3.4.2 Supplier management
6.5 Capacity management	8.4.2 Demand management 8.4.3 Capacity management

Some clauses have changed name.

ISO/IEC 20000-1:2011	ISO/IEC 20000-1:2018
4.2 Governance of processes operated by other parties	8.2.3 Control of parties involved in the service lifecycle
5 Design and transition of new or changed services	8.5.2 Service design and transition
4.3 Documentation management	7.5 Documented information
4.5.4 Monitor and review the SMS	9 Performance evaluation
4.5.5 Maintain and improve the SMS	10 Improvement

The other mappings that may be less obvious are shown below.

ISO/IEC 20000-1:2011	ISO/IEC 20000-1:2018
4.1 Management responsibility	5 Leadership 4.2 Understanding the needs and expectations of interested parties 6.2 Service management objectives and planning to achieve them 7.4 Communication 8.2.5 Asset management
4.5.2 Plan the SMS	6.1 Actions to address risks and opportunities 6.3 Plan the SMS
4.5.3 Implement and operate the SMS	4.4 Service management system 8.1 Operational planning and control 8.2.1 Service delivery

Who can spot the 3 clauses in the 2018 edition with no mapping from the 2011 edition?

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

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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