

IT service management

Part 1: Specification for service management

ICS 35.020

Committees responsible for this British Standard

The preparation of this British Standard was entrusted to Technical Committee BDD/3, Information services management, upon which the following bodies were represented:

- British Broadcasting Corporation (BBC)
- British Computer Society (BCS)
- Office of Government Commerce (OGC)
- IT Service Management Forum (itSMF)
- Co-opted Members

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Foreword

BS 15000-1 has been prepared by Technical Committee BDD/3 and is based on the knowledge and experience gained by experts working in the field. It supersedes BS 15000:2000, which is withdrawn.

BS 15000 is issued in two parts:

- *Part 1: Specification for service management;*
- *Part 2: Code of practice for service management.*

This British Standard should be used in conjunction with BS 15000-2, the code of practice associated with this specification. It may also be used in conjunction with DISC PD 0005, *Management Overview*, and DISC PD 0015, *IT service Management — Self-assessment Workbook*. DISC PD 0015 is a checklist that complements this specification. This workbook has been designed to assist organizations to assess the extent to which their IT services conform to the specified requirements.

A standard forms part of a trade description when cited by number or when compliance with it is claimed. Even if a standard does not specifically require marking with its number, organizations often refer to it in documentation. Such marking or reference constitutes a unilateral claim that the product, process or service conforms to all the relevant requirements of the standard cited. The person making the claim is legally responsible in the UK under the Trade Descriptions Act 1968 [1].

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Attention is drawn to the following statutory regulations:

- Trade Descriptions Act 1968 [1];
- Data Protection Act 1998 [2];
- Computer Misuse Act 1990 [3];
- Copyright, Designs and Patent Act 1988 [4].

BSI Committee BDD/3, whose constitution is shown in this British Standard, takes collective responsibility for its preparation under the authority of the Standards Board. The Committee wishes to acknowledge the personal contributions of:

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Summary of pages

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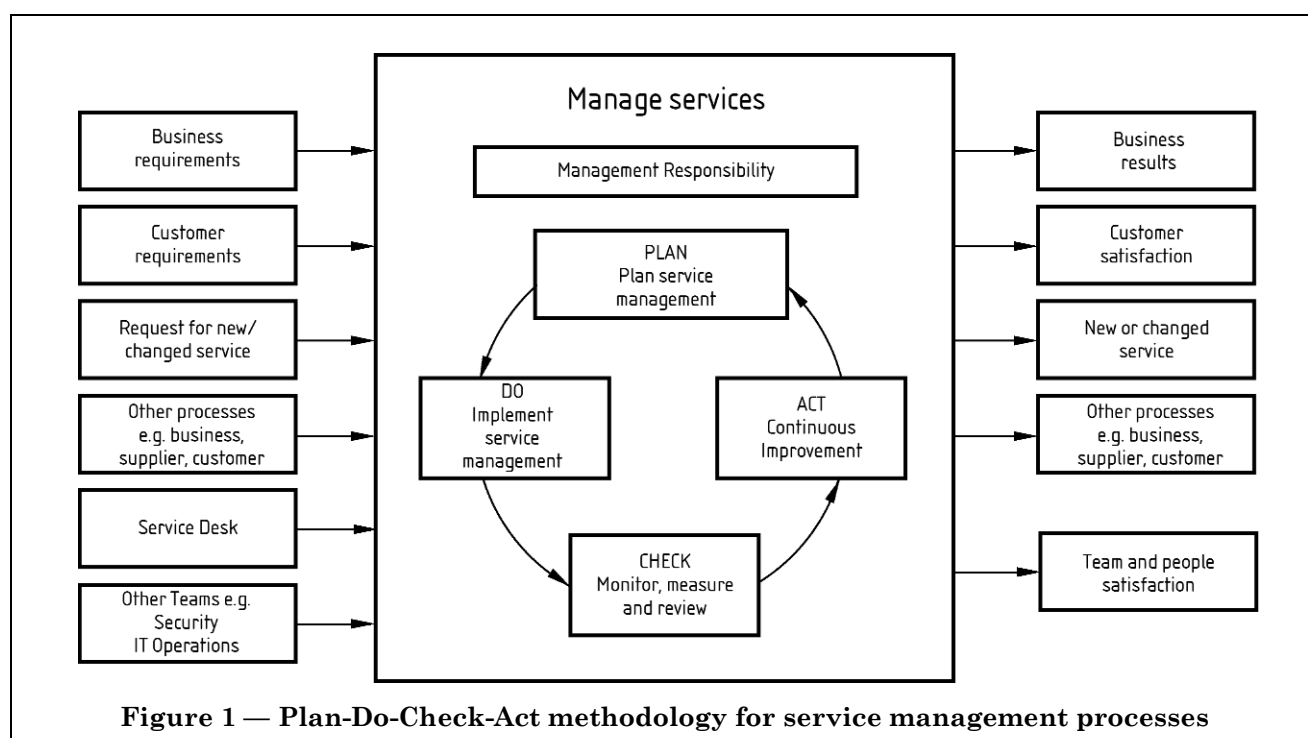
Introduction

This standard promotes the adoption of an integrated process approach to effectively deliver managed services to meet the business and customer requirements. For an organization to function effectively it has to identify and manage numerous linked activities. An activity using resources, and managed in order to enable the transformation of inputs into outputs, can be considered as a process. Often the output from one process forms an input to another.

Co-ordinated integration and implementation of the service management processes provides the ongoing control, greater efficiency and opportunities for continuous improvement. Performing the activities and processes requires people in the service desk, service support, service delivery and operations teams to be well organized and co-ordinated. Appropriate tools are also required to ensure that the processes are effective and efficient.

NOTE The methodology known as Plan-Do-Check-Act (PDCA) can be applied to all processes. PDCA can be described as follows:

- 1) Plan: establish the objectives and processes necessary to deliver results in accordance with customer requirements and the organization's policies;
- 2) Do: implement the processes;
- 3) Check: monitor and measure processes and services against policies, objectives and requirements and report the results;
- 4) Act: take actions to continually improve performance.

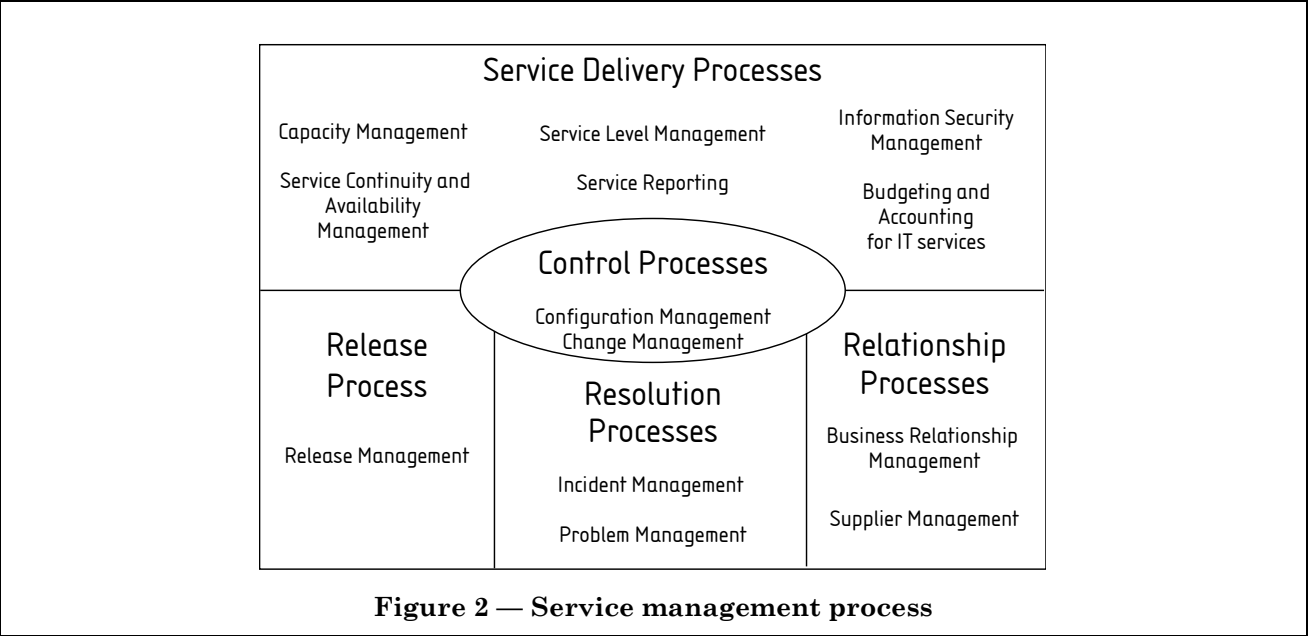


The model shown in Figure 1 illustrates the process and process linkages presented in Clause 5, Clause 6 and Clause 7.

1 Scope

This specification defines the requirements for an organization to deliver managed services of an acceptable quality for its customers. It may be used:

- a) by businesses that are going out to tender for their services;
- b) by businesses that require a consistent approach by all service providers in a supply chain;
- c) by service providers to benchmark their IT service management;
- d) as the basis for an assessment which may lead to a formal certification;
- e) by an organization who needs to demonstrate the ability to provide services that meet customer requirements; and
- f) by an organization which aims to improve service through the effective application of processes to monitor and improve service quality.



This standard specifies a number of closely related service management processes, as shown in Figure 1. The relationships between the processes depend on the application within an organization and are generally too complex to model and therefore relationships between processes are not shown in this diagram.

The list of objectives and controls contained in this specification are not exhaustive, and an organization may consider that additional objectives and controls are necessary to meet their particular business needs. The nature of the business relationship between the service provider and business will determine how the requirements in this Standard are implemented in order to meet the overall objective.

2 Terms and definitions

For the purposes of this part of BS 15000, the following terms and definitions apply.

2.1 availability

ability of a component or service to perform its required function at a stated instant or over a stated period of time

NOTE Availability is usually expressed as a ratio of the time that the service is actually available for use by the business to the agreed service hours.