

Specification for

IT service management

ICS 35.020

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Committees responsible for this British Standard

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

- British Computer Society (BCS)
- Central Computer and Telecommunications Agency (CCTA)
- IT Service Management Forum (itSMF)
- National Audit Office (NAO)
- Co-opted members

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Foreword

This British Standard has been prepared by Technical Committee BDD/3. It is based on, and may be used in conjunction with, DISC PD 0005, *A Code of Practice for IT Service Management*, which provides guidance on best practice and supports the requirements of this standard. This standard may also be used in conjunction with DISC PD 0015, *IT Service Management — Self-assessment Workbook*, which contains a number of checklists designed to assist organizations assess the extent to which their IT services conform to the requirements of this standard.

The list of control objectives and controls contained in this standard is not exhaustive and an organization may consider that additional control objectives and controls are necessary to meet their particular business needs.

The nature of the business relationship between the service provider and customer will determine how the requirements in this standard are implemented in order to meet the overall objective.

The organization, or department within an organization, that is being assessed for compliance is required, as part of the process, to define their “boundary” of activities to be certified. The boundary needs to be approved by the auditor and, assuming certification is granted, appears on their certificate of compliance. Any organization seeking to rely on a service provider’s claimed compliance with the standard should first ask to see their certificate so that they can check what is included within it.

To summarize, the organization applying for certification has to comply with all the specified processes, but, by defining their boundary of certification, may choose to include or exclude customer or supplier activities as they wish.

It is assumed that the execution of the provisions of this standard is entrusted to appropriately qualified and competent people.

A British Standard does not purport to include all the necessary provisions of a contract. Users of British Standards are responsible for their correct application.

Compliance with a British Standard does not of itself confer immunity from legal obligations. Attention is drawn to the following legislation:

- Data Protection Act 1998.
- Computer Misuse Act 1995.
- Copyright, Designs and Patent Act 1988.

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

This document comprises a front cover, an inside front cover, pages i and ii, pages 1 to 13 and a back cover.

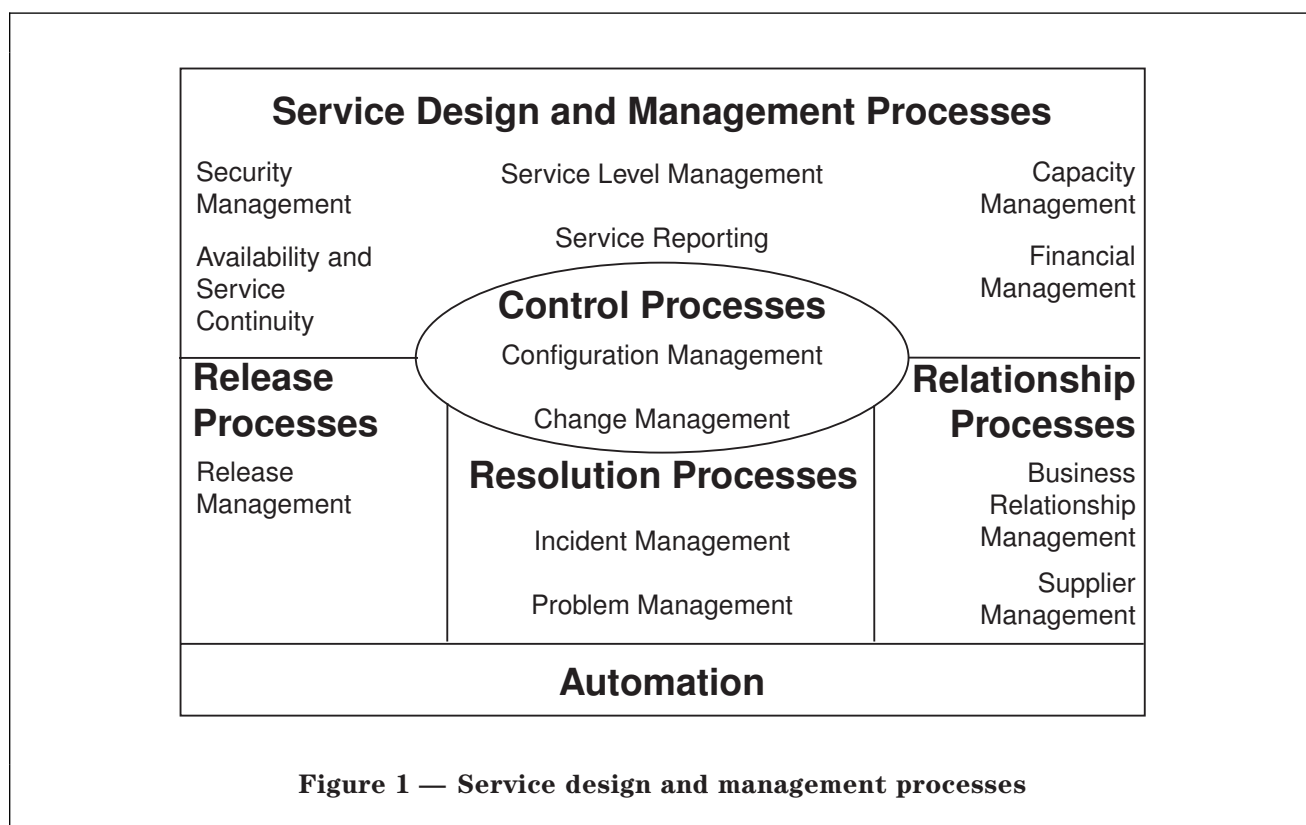
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1 Scope

This standard specifies service management processes and forms a basis for the assessment of a managed IT service. It may be used by:

- organizations seeking tenders for outsourced services;
- organizations that require a consistent approach by all service providers in a supply chain;
- existing providers to benchmark their IT service management;
- as the basis for formal certification.

The relationship between different service design and management processes is illustrated in Figure 1.



2 Normative reference

The following normative document contains provisions which, through reference in this text, constitute provisions of this British Standard. The latest edition of this publication applies.

DISC PD 0005, *Code of Practice for IT Service Management*.

3 Definitions

For the purposes of this British Standard, the definitions given in DISC PD 0005, excepting the following, apply.

3.1

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 customers to the agreed service hours.

3.2

change management

process of managing changes to the infrastructure or any aspect of services in a controlled manner, allowing approved changes to be made with minimum disruption

3.3

change record

record containing details of which configuration items are affected and how they are affected by an authorized change

3.4

charging

process of establishing charges in respect of business units and raising invoices

3.5

classification

process of formally identifying incidents, problems and known errors by relevant categories such as origin, symptoms and cause

NOTE This is principally an internal process aimed at aiding root cause analysis.

3.6 configuration item (CI)

component of an infrastructure or an item which is, or will be, under the control of configuration management

NOTE Configuration items may vary widely in complexity, size and type, ranging from an entire system including all hardware, software and documentation, to a single module or a minor hardware component.

3.7

configuration management

process of identifying and defining the configuration items in a system, recording and reporting the status of configuration items and verifying the completeness and correctness of configuration items

3.8

cost

actual or notional amount of expenditure incurred on, or attributable to, a specific service or business unit

3.9

document

information in readable form, including computer data, which is created or received and maintained as evidence of the service provider's intentions with regards to service management

NOTE 1 In this standard, records are distinguished from documents by the fact that they function as evidence of activities, rather than evidence of intentions.

NOTE 2 Examples of documents include policy statements, plans, procedures, service level agreements and contracts.

3.10

impact

measure of the scale and magnitude of an incident, problem or request for change

3.11

incident

any event which is not part of the standard operation of a service and which causes or may cause an interruption to, or a reduction in, the quality of that service

NOTE This may include request questions such as "How do I...?" calls.

3.12

knowledge base

repository containing data relevant to the execution of any of the service management processes and available to appropriate staff where and when required

3.13

known error

incident or problem for which the root cause is known

NOTE All but this definition are identical to those definitions also used in ITIL^{®1)}. ITIL^{®1)} offers a more detailed perspective and takes the definition a stage further to include the resolution (temporary or otherwise) of the error.

3.14

metric

measurable element of a service process or function

¹⁾ ITIL[®] is a registered trade mark of the Central Computer and Telecommunications Agency (CCTA).