PD ISO/IEC TR 20000-10:2013

BSI Standards Publication

Information technology — Service management

Part 10: Concepts and terminology

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National foreword

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ISBN 978 0 580 78276 3

ICS 03.080.99; 35.020

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This Published Document was published under the authority of the Standards Policy and Strategy Committee on 30 November 2013.

Amendments issued since publication

Date	Text affected

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TECHNICAL REPORT

ISO/IEC TR 20000-10

First edition
2013-11-01

Information technology — Service management —

Part 10: Concepts and terminology

Technologies de l'information — Gestion des services —

Partie 10: Concepts et terminologie

Reference number
ISO/IEC TR 20000-10:2013(E)

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Full document details: PD ISO/IEC TR 20000-10:2013

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

In exceptional circumstances, when the joint technical committee has collected data of a different kind from that which is normally published as an International Standard ("state of the art", for example), it may decide to publish a Technical Report. A Technical Report is entirely informative in nature and shall be subject to review every five years in the same manner as an International Standard.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

ISO/IEC TR 20000-10 was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

ISO/IEC 20000 consists of the following parts, under the general title *Information technology — Service management*:

— *Part 1: Service management system requirements*

— *Part 2: Guidance on the application of service management systems*

— *Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1*

— *Part 4: Process reference model* [Technical Report]

— *Part 5: Exemplar implementation plan for ISO/IEC 20000-1* [Technical Report]

The following parts are under preparation:

— *Part 6: Requirements for bodies providing audit and certification of service management systems*

— *Part 8: Guidance on the application of service management systems for smaller organizations*

— *Part 9: Guidance on the application of ISO/IEC 20000-1 to the cloud*

— *Part 10: Concepts and terminology*

— *Part 11: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks*

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Introduction

This part of ISO/IEC 20000 provides an overview of the concepts and the terminology of ISO/IEC 20000. It establishes a common framework for helping organizations to understand the purpose of all the parts of ISO/IEC 20000 and the relationships between the parts. This part of ISO/IEC 20000 is intended to become the authoritative source for definitions used in all the parts of ISO/IEC 20000. Terms defined in this part of ISO/IEC 20000 will be removed from other published parts of ISO/IEC 20000 as they are updated.

This part of ISO/IEC 20000 identifies other documents that have relationships with ISO/IEC 20000-1:2011 and identifies common areas with related International Standards to aid the use and integration of multiple International Standards in organizations.

This part of ISO/IEC 20000 can be used by any organization or individual involved in the planning, design, transition, delivery and improvement of services using ISO/IEC 20000-1:2011. It can also be used for those involved in the assessment or audit of service management systems (SMS), providing details of all parts of ISO/IEC 20000 and how they can be used. More specifically, this part of ISO/IEC 20000:

a) defines the terms used in ISO/IEC 20000;

b) promotes cohesion between the parts of ISO/IEC 20000 by explaining the concepts and terminology used across all parts;

c) contributes to the understanding of ISO/IEC 20000 by clarifying the relationships between all the parts;

d) clarifies the possible interfaces and integration between the service provider's SMS and other management systems;

e) provides an overview of other International Standards which can be used in combination with ISO/IEC 20000;

f) identifies common areas between ISO/IEC 20000-1 and other International Standards.

Figure 1 represents an overview of the relationships between the parts of ISO/IEC 20000 as well as frameworks and other external influences.

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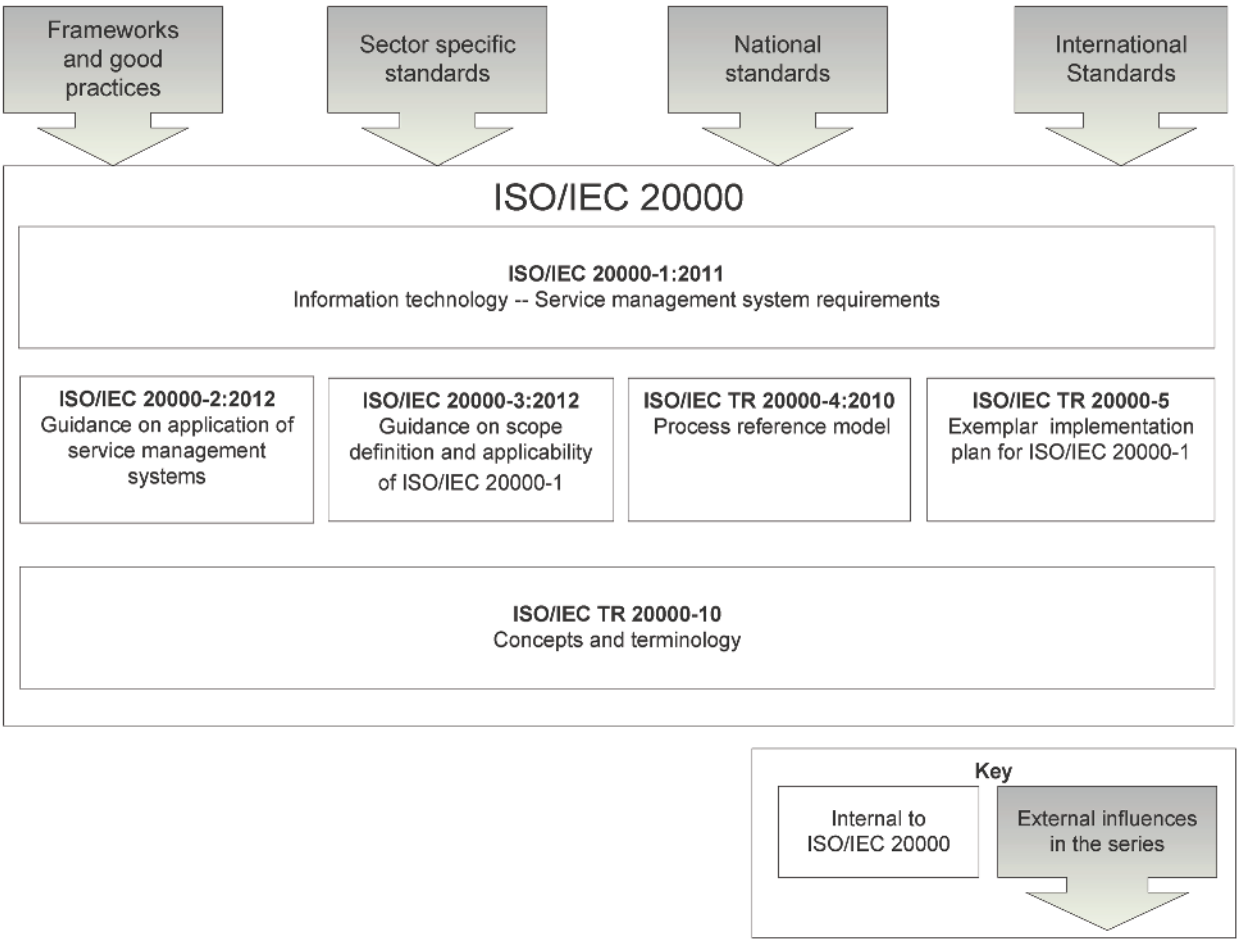

Figure 1 — Overview of parts of ISO/IEC 20000 addressed in ISO/IEC TR 20000-10

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Information technology — Service management —

Part 10: Concepts and terminology

1 Scope

This part of ISO/IEC 20000 describes the core concepts of ISO/IEC 20000, identifying how the different parts support ISO/IEC 20000-1:2011 as well as the relationships between ISO/IEC 20000 and other International Standards and Technical Reports. This part of ISO/IEC 20000 also explains the terminology used in ISO/IEC 20000, so that organizations and individuals can interpret the concepts correctly.

This part of ISO/IEC 20000 is for:

a) service providers considering using any part of ISO/IEC 20000 and looking for guidance on how to use the different parts of ISO/IEC 20000 to achieve their goal;

b) service providers that wish to understand how ISO/IEC 20000 can be used in combination with other International Standards;

c) practitioners, auditors and other parties who wish to gain an understanding of ISO/IEC 20000.

2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

NOTE Terms and definitions used in ISO/IEC 20000 but not included in this part can be found in standard English dictionaries.

2.1
availability
ability of a service or service component to perform its required function at an agreed instant or over an agreed period of time

Note 1 to entry: Availability is normally expressed as a ratio or percentage of the time that the service or service component is actually available for use by the customer to the agreed time that the service should be available.

2.2
configuration baseline
configuration information formally designated at a specific time during a service or service component's life

Note 1 to entry: Configuration baselines, plus approved changes from those baselines, constitute the current configuration information.

Note 2 to entry: Adapted from ISO/IEC/IEEE 24765:2010.

2.3
configuration item
CI
element that needs to be controlled in order to deliver a service or services

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2.4
configuration management database
CMDB
data store used to record attributes of configuration items, and the relationships between configuration items, throughout their lifecycle

2.5
continual improvement
recurring activity to increase the ability to fulfil service requirements

Note 1 to entry: Adapted from ISO 9000:2005.

2.6
corrective action
action to eliminate the cause or reduce the likelihood of recurrence of a detected nonconformity or other undesirable situation

Note 1 to entry: Adapted from ISO 9000:2005.

2.7
customer
organization or part of an organization that receives a service or services

Note 1 to entry: A customer can be internal or external to the service provider's organization.

Note 2 to entry: Adapted from ISO 9000:2005.

2.8
document
information and its supporting medium

[SOURCE: ISO 9000:2005]

EXAMPLE Policies, plans, process descriptions, procedures, service level agreements, contracts or records.

Note 1 to entry: The documentation can be in any form or type of medium.

Note 2 to entry: In ISO/IEC 20000, documents, except for records, state the intent to be achieved.

2.9
effectiveness
extent to which planned activities are realized and planned results achieved

[SOURCE: ISO 9000:2005]

2.10
incident
unplanned interruption to a service, a reduction in the quality of a service or an event that has not yet impacted the services to the customer

2.11
information security
preservation of confidentiality, integrity and accessibility of information

Note 1 to entry: In addition, other properties such as authenticity, accountability, non-repudiation and reliability can also be involved.

Note 2 to entry: The term "availability" has not been used in this definition because it is a defined term in this part of ISO/IEC 20000 which would not be appropriate for this definition.

Note 3 to entry: Adapted from ISO/IEC 27000:2009.

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