



BSI Standards Publication

Information technology — Service management

Part 16: Guidance on sustainability within a service management system based on ISO/IEC 20000-1

National foreword

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Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
1.1 General	1
1.2 Application	1
2 Normative references	2
3 Terms and definitions	2
4 Context of the organization	5
4.1 Understanding the organization and its context	5
4.2 Understanding the needs and expectations of interested parties	5
4.3 Determining the scope of the service management system	6
4.4 Service management system	6
5 Leadership	6
5.1 Leadership and commitment	6
5.2 Policy	6
5.2.1 Establishing the service management policy	6
5.2.2 Communicating the service management policy	6
5.3 Organizational roles, responsibilities and authorities	7
6 Planning	7
6.1 Actions to address risks and opportunities	7
6.2 Service management objectives and planning to achieve them	7
6.2.1 Establish objectives	7
6.2.2 Plan to achieve objectives	7
6.3 Plan the service management system	8
7 Support of the service management system	8
7.1 Resources	8
7.2 Competence	8
7.3 Awareness	8
7.4 Communication	8
7.5 Documented information	8
7.5.1 General	8
7.5.2 Creating and updating documented information	9
7.5.3 Control of documented information	9
7.5.4 Service management system documented information	9
7.6 Knowledge	9
8 Operation of the service management system	9
8.1 Operational planning and control	9
8.2 Service portfolio	9
8.2.1 Service delivery	9
8.2.2 Plan the services	9
8.2.3 Control of parties involved in the service lifecycle	9
8.2.4 Service catalogue management	10
8.2.5 Asset management	10
8.2.6 Configuration management	10
8.3 Relationship and agreement	10
8.3.1 General	10
8.3.2 Business relationship management	11
8.3.3 Service level management	11
8.3.4 Supplier management	11
8.4 Supply and demand	12
8.4.1 Budgeting and accounting for services	12
8.4.2 Demand management	12

ISO/IEC TS 20000-16:2025(en)

8.4.3	Capacity management	12
8.5	Service design, build and transition	13
8.5.1	Change management	13
8.5.2	Service design and transition	13
8.5.3	Release and deployment management	13
8.6	Resolution and fulfilment	13
8.6.1	Incident management	13
8.6.2	Service request management	14
8.6.3	Problem management	14
8.7	Service assurance	14
8.7.1	Service availability management	14
8.7.2	Service continuity management	14
8.7.3	Information security management	14
9	Performance evaluation	15
9.1	Monitoring, measurement, analysis and evaluation	15
9.2	Internal audit	15
9.3	Management review	15
9.4	Service reporting	15
10	Improvement	15
10.1	Nonconformity and corrective action	15
10.2	Continual improvement	15
Annex A (informative) Sustainability dimensions and examples		17
Annex B (informative) Sustainability questions for potential suppliers		18
Annex C (informative) Example competencies for sustainability		19
Bibliography		20

Foreword

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information Technology*, SC 40, *IT Service Management and IT Governance*.

A list of all parts in the ISO/IEC 20000 series can be found on the ISO and IEC websites.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

Introduction

Climate change and the decline of biodiversity in the last few decades have highlighted the effect of human actions on the planet and life. Recognizing this impact, the United Nations (UN) has called for a global partnership for sustainable development to improve human life and protect the environment. Sustainable development is defined as development that meets the needs of the present without compromising the ability of future generations to meet their own needs. The UN 2030 Agenda for Sustainable Development, which is adopted by all member states, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. This agenda includes 17 Sustainable Development Goals (SDGs) across three interdependent dimensions of sustainability, which are:

- environmental;
- social; and
- economic.

Many national and international standards, guidelines and documents have been published on how to better address environmental, social and economic world issues. In response to an ISO initiative (the London Declaration^[23]), ISO/IEC 20000-1 is an example of where sustainability can be built into the existing structure. Information technology (IT) has a critical role to play in the operation of services within any organization and has great potential to drive sustainable development.

This document provides guidance for sustainability within a service management system (SMS). Sustainability actions can span across diverse areas, including eco-responsibility, eco-labelling of products and services, moving to net zero greenhouse gas (GHG) emissions (i.e. negating the amount of greenhouse gases produced by human activity), social responsibility, circular economy, long-term viability and organizational culture change to deal with the present and prepare for the future. As sustainability is applied to an SMS, this guidance will focus on the three sustainability dimensions and not the specific actions to support sustainable operations (e.g. eco-responsibility, GHG). An SMS aligned to the sustainability strategy of the organization extends the focus from service resilience to sustainable service delivery and operations.

Organizations, through strategic planning and top management commitment, can directly minimize the environmental, social and economic adverse effects of service delivery throughout the service lifecycle. This strategy is reflected in the service management objectives, service management plan and ongoing activities/operations needed for service delivery.

An SMS focused on sustainability will provide opportunities for ongoing visibility, control of services and continual improvement, leading to greater effectiveness, efficiency and reduction of the impact on global resources. These benefits can arise from optimized IT asset utilization, responsible procurement, sustainable supplier management, improving data centre facilities, and operations management in terms of electricity, water, HVAC (Heating, Ventilation, Air Conditioning), hardware components, etc.

ISO/IEC 20000-1 has been written generically, which means that the type, size or nature of the services delivered makes no difference when applying the requirements. This document, following the structure of ISO/IEC 20000-1, focuses on which areas to consider for improving sustainability within an SMS. It does not state any performance criteria across the dimensions of sustainability. The complexity of an SMS focused on sustainability will depend solely on the context of the organization, the scope of operation, compliance obligations, and the nature of the organizational activities, products and services.

[Figure 1](#) illustrates an SMS showing the clause content of ISO/IEC 20000-1. Numbers in parentheses in Figure 1 indicate ISO/IEC 20000-1 clause numbers.

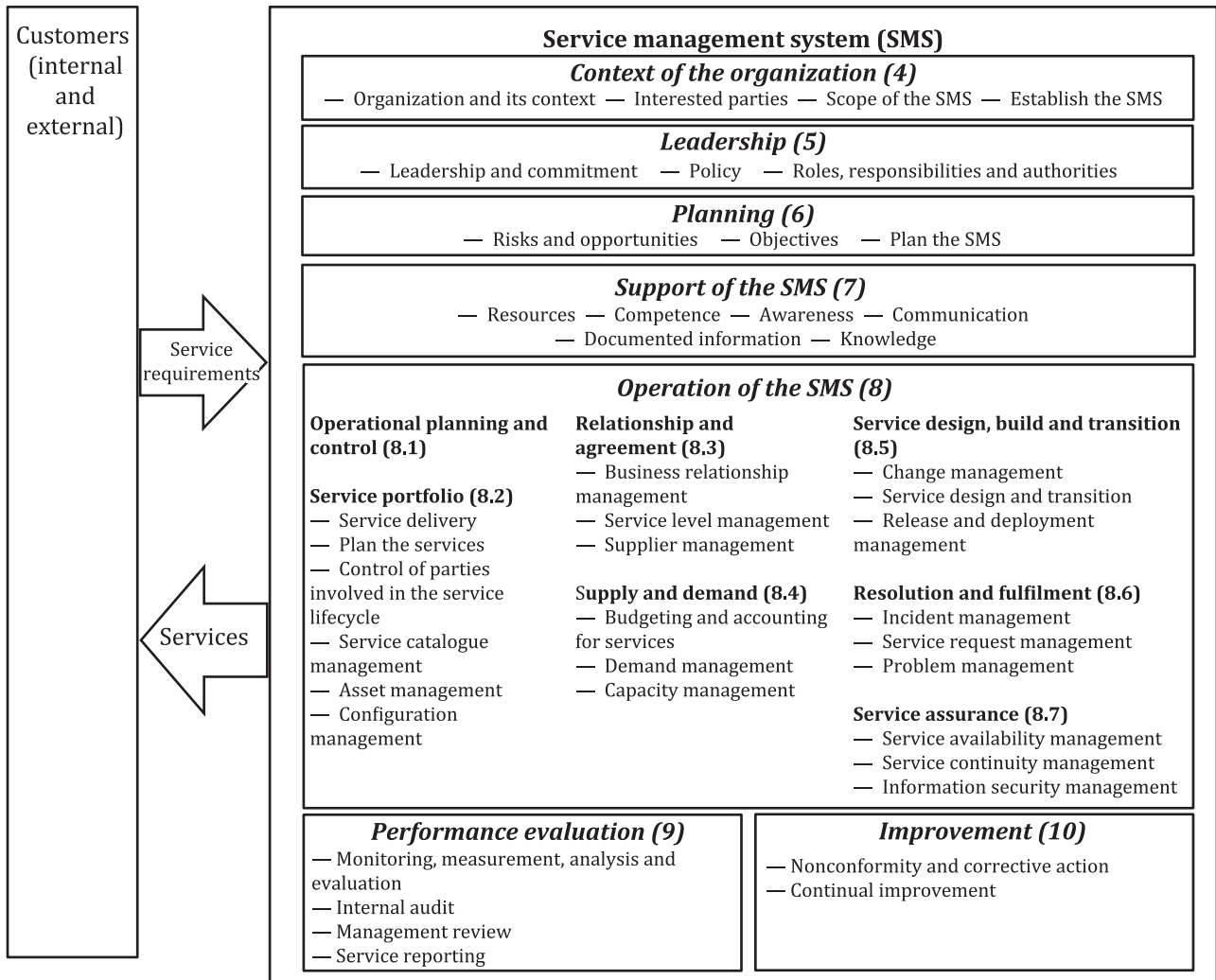


Figure 1 — Service management system (SMS)

