

CQI Policy for transition to ISO 20000:2018

ISO/IEC 20000-1:2018 - Information technology -- Service management -- Part 1: Service management system requirements

This document has been prepared by the CQI Policy Directorate to describe the position of the CQI and IRCA regarding the revision to ISO 20000, resulting in the publication of ISO 20000:2018. It describes transition training requirements for IRCA Certificated ITSMS auditors.

Detailed transition information will be communicated to IRCA Certificated auditors directly.

Enquiries relating to this policy should be directed to ISO@quality.org

Introduction

ISO/IEC 20000:2018 sets out the requirements for organizations to establish, implement, maintain and continually improve a service management system. It includes the planning, design, transition, delivery and improvement of services to meet the service requirements and deliver value.

The revisions consider changing market trends including the commoditization of services and managing multiple suppliers. It also includes new features such as requirements about knowledge and service planning, and updates terminology and definitions.

The revisions will impact all those involved with implementation, management, and audit of service management systems and will present revised challenges for SMS and audit professionals. Those leading, managing and auditing SMS management systems will need to revise their current thinking and work practices to maintain organisational compliance and benefit from the revised standard to its full extent.

Transition requirements for IRCA certificated ITSMS auditors

All IRCA Certificated ITSMS auditors, irrespective of grade, are required to ensure their knowledge, skills, and experience pertaining to ISO 20000:2018 are current by the end of the three-year transition period in 2021.

The recommended method of doing so is to through successfully completing an appropriate ISO 20000:2018 auditor training course. Alternatively, auditors are required to demonstrate the acquisition of the knowledge, skills and experience through appropriate CPD. This may include, but is not limited to, attending training courses, conferences or seminars; pursuing a course of online study or webinar; private study and reading.

CQI members with responsibility for service management systems are also strongly encouraged to acquire the necessary knowledge, skill and understanding through appropriate CPD.

Training and membership queries

For training queries, email training@quality.org.

For membership queries, email membership@quality.org.

Annex - ISO 20000:2018 - key changes

1. **ANNEX SL** ISO/IEC 20000:2018 adopts the high-level structure, common terms and definitions, and identical core text set out in Annex SL, aligning it to other ISO management systems standards, e.g. ISO 9001:2015, ISO 27001:2013, etc. This will facilitate the integration of ISO/IEC 20000:2018 requirements into existing management systems processes.

2. **CONTEXT** (Clause 4) Organisations must identify any external and internal issues that may affect the ability of their SMS to deliver its intended outcomes. Organisations are also required to determine the relevant needs and expectations of their relevant interested parties – i.e. those individuals and organisations that can affect, be affected by, or perceive themselves, to be affected by organisations' decisions or activities.

3. **NEW CLAUSES** New clauses have been added including:
 - Planning to achieve objectives (6.2.2).
 - Knowledge (7.6)
 - Plan the services (8.2.2)

Control of parties involved in the service lifecycle (8.2.3) replaces Governance of processes operated by other parties (formerly 4.2) and Plan new or changed services (formerly 5.2)

4. **SIGNIFICANT REVISIONS** The following clauses have been extensively revised:
 - Actions to address risks and opportunities (6.1)
 - Establish objectives (6.2.1)
 - Communication (7.4)
 - Monitoring, measurement, analysis and evaluation (9.1)
 - Nonconformity and corrective action (10.1)

5. **SIMPLIFIED CLAUSES** Many clauses have been simplified to concentrate on requirements rather than the processes required to meet them.

6. **SEPERATED CLAUSES** The following now appear as separate clauses:
 - Service catalogue management (8.2.4)
 - Service level management (8.3.3)
 - Demand management (8.4.2)
 - Capacity management (8.4.3)

- Incident management (8.6.1)
- Service request management (8.6.2)
- Service availability management (8.7.1)
- Service continuity management (8.7.2)

7. **DOCUMENTED INFORMATION AND PROCEDURES** Less documented information is required, and the requirements are less prescriptive, e.g. documented availability and capacity plans have been replaced with requirements to agree service availability requirements and targets and to plan for capacity.
8. **SERVICE REPORTING** Requirements to produce reports now appear in relevant sub-clauses in Clauses 8, 9 and 10. Clause 9.4 includes general reporting requirements.
9. **REVISED TERMS AND DEFINITIONS** ISO/IEC 20000:2018 adopts the common terms and definitions of all Annex SL-based standards. Consequently, 'Service provider' is replaced with 'Organization'.

In addition;

- 'Internal group' is replaced by 'Internal supplier'
- 'Supplier' is replaced by 'External supplier'
- 'Configuration Management Database' (CMBD) is replaced with 'Configuration information'.
- The definition of 'Information security' is aligned to the definition in ISO/IEC 27000.
- 'Availability' is changed to 'Service availability'.

[ENDS]