

ISO 20000 Toolkit – IT Service Management System

Level 1 - Context, Objectives, Plans & Policies	
Context of the Organization	
1.	Service Management System Context, Requirements and Scope
Objectives	
1.	SMS Roles, Responsibilities and Authorities
Plans	
1.	Service Management Plan
2.	Risk Treatment Plan
3.	Business Relationship Management Plan
4.	Capacity Plan
5.	Release and Deployment Plan
6.	Service Continuity Plan
7.	Service Continuity Test Plan
8.	Service Management System Audit Plan
9.	Service Improvement Plan
Policies	
1.	Service Management Policy
2.	Configuration Management Policy
3.	Asset Management Policy
4.	Business Relationship Management Policy
5.	Service Level Management Policy
6.	Supplier Management Policy
7.	Budgeting and Accounting for Services Policy
8.	Capacity Management Policy
9.	Demand Management Policy
10.	Change Management Policy
11.	Release and Deployment Management Policy
12.	Incident Management Policy
13.	Service Request Management Policy
14.	Problem Management Policy
15.	Service Continuity Management Policy
16.	Availability Management Policy
17.	Backup Policy

18.	Information Security Policy
19.	Service Reporting Policy
Level 2 - Procedures & Processes	
Procedures	
1.	Control of Documented Information Procedure
2.	Service Complaint Procedure
3.	Incident Response Procedure
4.	Data Centre Access Procedure
5.	Service Management Audit Procedure
6.	Continual Service Improvement Procedure
7.	Management of Nonconformity Procedure
Processes	
1.	Risk Assessment and Treatment Process
2.	Knowledge Management Process
3.	SMS Process Overview
4.	Control of Parties Involved in The Service Lifecycle Process
5.	Configuration Management Process
6.	Service Catalogue Management Process
7.	Service Level Management Process
8.	Supplier Management Process
9.	Budgeting and Accounting for Services Process
10.	Capacity Management Process
11.	Demand Management Process
12.	Change Management Process
13.	Service Design and Transition Process
14.	Release and Deployment Management Process
15.	Incident Management Process
16.	Major Incident Management Process
17.	Service Request Management Process
18.	Problem Management Process
19.	Business Impact Analysis Process
20.	User Access Management Process
21.	Monitoring Measurement, Analysis and Evaluation Process
Level 3 - SOPs	

1.	Change Control
2.	Housekeeping
3.	Management of Removable Media
4.	Incident Reporting
5.	Software Configuration Management
Level 4 - Formats, Templates & Presentations	
Formats	
1.	ISO 20000 Assessment Evidence
2.	ISO 20000 Project Progress Report
3.	Opportunity Assessment Tool
4.	Risk Assessment and Treatment Tool
5.	Meeting Minutes Template
6.	Skills Development Survey
7.	Skills Development Survey Response Analysis
8.	User Satisfaction Survey
9.	Change Request Form
10.	Service Acceptance Checklist
11.	Project RAID Log
12.	Project Progress Report
13.	Incident Model
14.	Request Model
15.	Major Incident Report
16.	Problem Dashboard
17.	Major Problem Report
18.	Business Impact Analysis Tool
19.	Post Incident Report
20.	Personal Commitment Statement
21.	Incident Response Contact Log
22.	Incident Response Action Log
23.	Plan Activation Log
24.	Message Log
25.	Internal Contact List
26.	External Contact List
27.	Incident Impact Information Log

28.	Internal Audit Schedule
29.	Internal Audit Action Plan
30.	Management Review Meeting Agenda
31.	Nonconformity and Corrective Action Log
32.	Master List of Records
33.	Performance Appraisal Records
Templates	
1.	ISO 20000 Implementation Process Diagram
2.	Top Management Communication Programme
3.	Service Requirements
4.	Risk Assessment Report
5.	SMS Documentation Log
6.	Skills and Training Needs Assessment
7.	SMS Documentation Overview
8.	Service Catalogue
9.	Definitive Media Library Catalogue
10.	User Satisfaction Survey Report
11.	Service Level Agreement
12.	Operational Level Agreement
13.	IT Service Card
14.	Supplier and Contracts Database
15.	Service Costing Model
16.	Business Case
17.	Project Initiation Document
18.	Service Requirements Specification
19.	Service Design Specification
20.	Project Post Implementation Review
21.	Service Continuity Test Report
22.	Information Security Summary Card
23.	External Organization Information Security Agreement
24.	Service Continuity Test Schedule
25.	Internal Audit Report
26.	Service Management System Review Spreadsheet
27.	Service Report

Process Approach	
1.	Planning - Process Flow Charts
2.	Support - Process Flow Charts
3.	Operation - Process Flow Charts
4.	Performance Evaluation - Process Flow Charts
5.	Improvement - Process Flow Charts
Presentations	
1.	Introduction to ISO 20000 Presentation
2.	ISO 20000 Awareness Training Presentation
3.	ISO/IEC 20000 Service Management System Presentation
4.	Configuration Management Presentation
5.	Business Relationship Management Presentation
6.	Service Level Management Presentation
7.	Supplier Management Presentation
8.	Budgeting and Accounting for Services Presentation
9.	Demand and Capacity Management Presentation
10.	Change Management Presentation
11.	Service Design and Transition Presentation
12.	Release and Deployment Management Presentation
13.	Incident and Service Request Management Presentation
14.	Problem Management Presentation
15.	Service Continuity and Availability Management Presentation
16.	Information Security Management Presentation
Guidelines for Implementation Methodology	
1.	Guidelines for ISO 20000 Implementation
2.	ISO 20000 All-In-One Toolkit User Guide
3.	ISO/IEC 20000 Toolkit Index
4.	SMS Project Initiation Document
5.	ISO/IEC 20000 Implementation Project Plan
6.	ISO 20000 Certification Readiness Checklist
7.	ISO 20000 Gap Assessment Checklist

Service Management System Context, Requirements and Scope

Contents

1	Introduction	4
2	Organizational Context	5
2.1	Activities	5
2.2	Functions	5
2.3	Services.....	6
2.4	Products	7
2.5	Partnerships.....	7
2.6	Supply Chains.....	7
2.7	Relationships With Interested Parties	8
3	Objectives and Policies	8
3.1	Business Objectives	9
3.2	Business Policies.....	9
3.3	Quality Objectives	9
4	Risk and Opportunity Management.....	10
4.1	Risk and Opportunity Management Strategy.....	10
4.2	Risk Appetite	10
4.3	Internal Uncertainty Factors	11
4.4	External Uncertainty Factors.....	11
4.5	Risk Criteria.....	12
5	Requirements	12
6	Purpose and Scope of the SMS.....	15
6.1	Purpose	15
6.2	Scope of the SMS	15
6.2.1	Organizational.....	15
6.2.2	Services.....	16
6.2.3	Geographical Location.....	16
6.2.4	Customers.....	16
6.2.5	Technology.....	16
6.2.6	Exclusions	16

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

1 Introduction

A Service Management System (SMS) based on ISO 20000, the international standard for service management systems, has been implemented by Organization Name to ensure the quality of its products and services and help their customers to be satisfied.

In this document, we are going to describe the business operation, external and internal factors that affect it, and briefly describe the organization's direction. Defining its scope and setting high-level objectives will allow the SMS to be well defined.

2 Organizational Context

The following sections outline the organizational structure of Organization Name. The business environment and markets in which it operates are constantly changing. Any significant changes will be incorporated into this document annually. As a result of these changes the SMS will also be updated.

2.1 Activities

Organization Name is constantly developing and introducing new products and services to its target markets to stimulate business growth.

Describe:

- How does the organization work?
- When was it established?
- Which companies are part of its group, if any?
- In what sector does it mainly operate?
- Who are its primary clients?
- Where does the company operate?
- How much does it turn over annually?

3 Objectives and Policies

Having an SMS ensures that Organization Name consistently provides customer-friendly, satisfying services while achieving business objectives. In order to establish a clear relationship between the business objectives and the SMS for the current financial year, this section outlines the major business objectives and policies.

4 Risk and Opportunity Management

4.1 Risk and Opportunity Management Strategy

In order to manage risk and opportunity at the highest level, Organization Name is committed to adopting broadly the principles of the ISO 31000 standard (Risk management - principles and guidelines) so that:

- Creates value and protects it
- All organizational processes incorporate it
- Contributes to decision-making
- Uncertainty explicitly addressed
- An organized, structured and timely manner
- Information based on best available sources
- Customized
- Human and cultural aspects are considered
- Integral and transparent
- Change-oriented, dynamic, and iterative
- The organization's performance is continually improved

5 Requirements

The interested parties and requirements for the SMS are identified in this section of the document. In addition, it summarizes the relevant legal and regulatory requirements the organization must comply with.

Interested parties are generally defined as "persons or organizations who are affected, affected or perceive themselves to be affected by a decision or action".

6 Purpose and Scope of the SMS

6.1 Purpose

The SMS is intended to:

1. Establish service management policy and objectives based on understanding the organization's needs
 2. The SMS must be reviewed and monitored for effectiveness
 3. Based on objective metrics, continuously improve the organization's IT services
-

Service Management Audit Procedure

Contents

1	Introduction	4
2	Service Management Audits	4
2.1	Resources	4
2.2	ACriteria.....	5
2.3	Scope	5
2.4	Schedule.....	5
2.5	Methods.....	5
2.6	Communication of Findings	6

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

1 Introduction

A service management system audit will be conducted internally by Organization Name's Internal Audit Team.

An ISO/IEC 20000 certification program is being implemented by Organization Name to improve service quality. In addition to creating new processes, such as capacity and change management, existing ones, such as incident management, must be enhanced.

The purpose of this audit procedure is:

- To execute IT service management processes effectively, efficiently, and economically for the benefit of Organization Name
- A process for identifying areas of compliance or non-compliance with ISO/IEC 20000

2 Service Management Audits

To comply with the ISO 20000 standard requirements, this procedure describes how an internal audit program will be implemented. A period of time specified in the programme schedule will be used to audit the SMS.

2.1 Resources

The internal audit team at the Organization Name will conduct the audits, with input from the service management department, business management, and staff. The internal audit team's resourcing is reviewed on a regular basis as part of management reviews and is kept at a sufficient level to meet its commitments.

2.2 Criteria

The audit criteria will be based on ISO/IEC 20000, the international standard for IT service management, with input from related standards such as ISO 22301 (Business Continuity) and ISO 27001 (Information Security) as needed.

2.3 Scope

Audits will be conducted on all IT services offered by Organization Name. Whenever possible, input and discussions will be conducted with other parties involved. Various aspects of third- party services will not be audited directly, but their management will be scrutinized.

Incident Response Procedure

Contents

1	Introduction	5
2	Incident Response Flowchart	6
3	Incident Detection and Notification	7
3.1	Incident Detection	7
3.2	Incident Notification	7
3.3	Recording the Incident Details	8
3.4	Contacting the Emergency Response Team Leader	8
4	Activating the Incident Response Procedure	8
5	Assemble Incident Response Team	9
5.1	Incident Response Team Members	9
5.2	Roles and Responsibilities	10
5.2.1	Team Leader	10
5.2.2	Team Facilitator	10
5.2.3	Incident Liaison	11
5.2.4	Service Management	11
5.2.5	Information Technology	11
5.2.6	Business Operations	11
5.2.7	Health and Safety	11
5.2.8	Human Resources	12
5.2.9	Communications	12
5.2.10	Legal and Regulatory	12
5.3	Incident Command Centre	12
5.3.1	Location	12
5.3.2	Access	12
5.3.3	Parking	13
5.3.4	Facilities in the Command Centre	13
5.4	Alternate Command Centre	13
6	Impact Assessment	14
7	Service Continuity Plan Activation	15
8	Incident Management, Monitoring and Communication	15
8.1	Communication Procedures	16
8.1.1	Means of Communication	16

8.1.2	Communication Guidelines.....	16
8.1.3	Internal Communication.....	16
8.1.4	External Communication.....	17
8.1.5	Communication With the Media	18
9	Ceasing Response Activities And Standing Down.....	19
10	Debrief And Post-Incident Review	19
11	Appendix A: Standard Incident Response Team Meeting Agenda	20
12	Appendix B: Incident Command Centre.....	21
12.1	Location Map	21
12.2	Floor Plan.....	21
13	Appendix C: The Phonetic Alphabet.....	22

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

1 Introduction

Whenever Organization Name experiences a disruptive incident of some kind, this document must be used immediately.

When responding to an incident, the procedures outlined in this document should only be used as a guide. Because the exact nature of an incident and its impact cannot be predicted with any degree of certainty, it is critical to use common sense when deciding what actions to take.

These incident response procedures have the following objectives:

- Briefly describe how Organization Name will handle disruptive incidents that may affect service continuity.
- Specify who will respond to an incident and how our service continuity plans will be implemented.
- Provide details about the facilities available to handle incident management.
- Establish what criteria will be used to decide how to respond to an incident.
- Provide a description of how communication within the company and with third parties will be handled.
- Contact information for key people and external organizations should be provided.

3 Incident Detection and Notification

3.1 Incident Detection

Depending on the nature and location of the incident, the incident may be detected in a variety of ways and through a variety of different sources (including the service desk or emergency services). The most important factor is that the incident response procedure is initiated as soon as possible in order to provide an effective response.

4 Activating the Emergency Response Procedure

A Team Leader is responsible for determining whether the scale and impact of an incident warrant invoking the Incident Response Procedure and convening the Incident Response Team.

- One's life is at risk in a significant way; or
 - There has been or will be a significant disruption to business operations; or
 - Any other situation that could have a significant impact on the organization
-

Service Continuity Management Policy

Contents

1	Introduction	4
1.1	Purpose	4
1.2	Scope	4
1.3	Governance and Review.....	4
1.4	Policy Compliance	4
1.5	Related Documents	5
2	Occupational Health and Safety Policy.....	5
2.1	Service Continuity Requirements.....	5
2.2	Planning for Service Continuity	5
2.3	Service Continuity Plan Testing.....	6
2.4	Impact of Changes	6

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

1 Introduction

As our business processes become more efficient and effective, Organization Name is constantly developing new and better ways to use IT. Due to this increasing dependence, when these IT systems are unavailable, it can have a significant impact on our business and customers. Efforts have been made to increase the availability of IT systems, but it is also important to focus on how to quickly restore them if they are still under maintenance for an extended period.

Organization Name wants to lay out their expectations and intentions in regard to service continuity management in the policy document. To ensure the continuity of IT services, this policy will inform and shape the processes, procedures, organizational structure, and resources.

2 Policy Statements

The policy of Organization Name for managing service continuity is as follows:

2.1 Service Continuity Requirements

- Service continuity management should be approached with a risk-based approach.
- Service continuity plans should be based on a thorough understanding of the business consequences of failures and disruptive incidents.
- In order to establish IT service continuity requirements, IT stakeholders must collaborate and consider business requirements, service requirements, SLAs, and risks.
- Organization Name and the customer will document and agree on these requirements, and targets will be set in one or more Service Level Agreements (SLAs). Additionally, they will be considered for inclusion in the Service Continuity Plan.
- The costs of service continuity measures should be based on the risks and consequences of their implementation.

2.2 Planning for Service Continuity

It is essential to consider service continuity requirements throughout the life cycle of an IT service.

In the process of introducing new services, service continuity requirements will be utilized as design input and appropriate service continuity planning will take place in accordance with such requirements.

SOP for Change Control

Contents

1 Purpose 4

2 Scope 4

3 Responsibility 4

4 Description..... 4

4.1 Document Change Control..... 4

4.2 Process Change Control..... 5

4.3 Equipment Change Control..... 6

DOCUMENT NO:	
REVISION NO:	
DATE OF REVISION:	
PREPARED BY:	
REVIEWED BY:	
APPROVED BY:	
SIGNATURE:	

1 Purpose

This procedure is designed to describe how to control the changes made to documents, processes, and equipment within the organization.

2 Scope

It covers all changes relating to document, process and equipment control in the organization.

3 Responsibility

3.1 The Management Representative is in charge of controlling and approving system changes as well as implementing such changes within the organization.

3.2 The R&D Head/Works Head is in charge of controlling and approving changes to processes and equipment, as well as implementing such changes.

3.3 Concerned Functional Head is responsible for:

- Requesting changes to a document by initiating a Change Note.
- By initiating a Process Change Request, you can request changes to a process.
- Requesting equipment changes by invoking the request.

4 Description

4.1 Document Change Control

Based on current work systems, as well as future expectations / customer requirements, the concerned Functional Head identifies the changes that need to be made to Manuals, Procedures, Templates, Process Approaches, Work Instructions, Standard Operating Procedures, Formats, etc.

4.2 Process Change Control

Requests for process changes are identified using the following criteria:

- To improve yields, researchers use research and development.
 - A research and development experiment for pollutant reduction.
 - Production-based suggestions for process simplification.
 - Other suggestions were made by customers and consultants.
-

MANAGEMENT REVIEW MEETING AGENDA			
Meeting Title:		Meeting Date:	
Department / Function:		Meeting Time:	
Meeting Room Name:		Location:	
Attendees		1.	
		2.	
		3.	
		4.	
		5.	
PURPOSE: To review the IT service management system to ensure its continuing suitability, adequacy and effectiveness.			
S. No	Discussion	By Whom	Time Allocated
1	Introductions and background to meeting		
2	Review of actions from previous management reviews		
3	Changes in internal and external issues relevant to the SMS		
4	Opportunities for continual improvement		
5	Feedback from customers and other interested parties		
6	Policy adherence and suitability		
7	Achievement against service management objectives		
Prepared By:		Reviewed By:	Approved By:
IT Manager		IT Head	IT Head