ISO 20000 Toolkit – IT Service Management System

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Service Management System Context, Requirements and Scope

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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 organisation 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

6.2 Scope of the SMS

As part of the certification process for Organization Name, the SMS boundaries are defined as follows:

“The management system used by [Service Provider] to deliver [All] IT services to [All] business units and customers within Organization Name at [All] locations.”

The Organization Name Service Catalogue contains information about the IT services provided, as well as a list of business units/stakeholders. It is intended that the scope of Organization Name's SMS reflect the internal and external factors mentioned in sections 4.3 and 4.4 and the requirements mentioned in section 5 of this document. Additionally, it contains information about the needs of the organization's stakeholders and the applicable legal and regulatory requirements.

Service Management Audit Procedure

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Service Management Audit Procedure

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
- Additional quality improvements may be possible in addition to the ISO/IEC 20000 standards.
- In order to ensure that the IT infrastructure is effectively managed and business risks are minimized, Organization Name must obtain internal assurance

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

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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.
- Explain what happens after a situation has been resolved and responders have been standing down.

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

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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.
- In line with the service management review cycle, continuity requirements will be reviewed at least once per year, and any changes will be reflected in the documentation.

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

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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.

4.3 Equipment Change Control

The following criteria are used to identify requests related to equipment changes:

- A fresh start
- Quick process output
- Innovations/modifications in technology
- Others, in response to customer suggestions, etc

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