



***Transition towards ISO/IEC 20000-1: 2018
from ISO/IEC 20000-1: 2011***

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- The new ISO/IEC 20001-1: 2018 will replace its previous edition, which will stop being valid on September 30 2021. The transition period for the new IMO has started on September 30 2018.
- The standard aims to ensure guarantee service management integrated and aligned with different corporate strategies, making services management system performance more effective for organizations, customers and suppliers.
- The standard also adopts the HLS structure common to all the new ISOs, enabling the best interaction of multiple integrated management systems.

The key changes in ISO/IEC 20000-1:2018

- It has now been updated to reflect the latest developments in service management. Topics now covered include service commoditization, management of multiple suppliers as well as the need to determine the value of services.
- No longer a need for availability and capacity plans, this is replaced with a requirement to plan service availability and capacity.
- Removed some details to concentrate on what to do and to allow organizations the freedom of how to meet the document's guidance.
- Expiry date of the certifications issued in accordance with ISO/IEC 20000-1: 2011 during the transition period will coincide with the end of the transition period itself.

Overview of new and updated concepts in ISO/IEC 20000-1:2018

- **Context of the organization** - A new clause from Annex SL which provides a greater understanding of the factors that can affect the organization, positively or negatively, and the interested parties (stakeholders) of the organization with their requirements for service management and the services.
- **New clauses-** Requirements have been added for Plan the services and Knowledge. Annex SL has also led to requirements for Planning to achieve objectives being added.
- **Significant updates-** No clauses have been deleted but some requirements from clauses in the 2011 edition have been moved to clauses with new titles. Some clauses have significant updates - Actions to address risks and opportunities; Establish objectives; Communication; Monitoring, measurement, analysis and evaluation; Nonconformity and corrective action. The 2011 edition clause 'Governance of processes operated by other parties' has significant updates and has been renamed as 'Control of parties involved in the service lifecycle.'

Overview of new and updated concepts in ISO/IEC 20000-1:2018

- **Separated combined clauses-** Clauses that were previously combined for Incident management, Service request management, Service continuity management, Service availability management, Service level management, Service catalogue management, Capacity management and Demand management have now been separated into individual clauses.
- **Documented information and procedures** - Reduction in the number of required documents. 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.

Overview of new and updated concepts in ISO/IEC 20000-1:2018

- **Service reporting-** The requirements to produce the actual reports are now embedded within relevant sub-clauses 8, 9 and 10. 2018 Clause 9.4 has the high-level requirements for reporting in general.
- **Information security definition-** Aligned with the definition in ISO/IEC 27000 to enable integration with ISO/IEC 27001. As a result of this, Availability has changed to Service availability.