SmartSuite

Framework / IT Governance / ISO Management Systems

ISO/IEC 20000-1:2018

ISO/IEC 20000-1:2018 specifies requirements for a service management system covering planning, design, transition, delivery and improvement of services, certifiable by audit.



What it is

ISO/IEC 20000-1:2018 is the international standard that specifies requirements for a service management system (SMS): how an organization plans, designs, transitions, delivers and improves services so that they meet agreed requirements and deliver value. ISO and IEC published the third edition on September 14, 2018, prepared by ISO/IEC JTC 1/SC 40 (IT service management and IT governance); it replaced the 2011 edition and an amendment on climate action changes followed in 2024.

At a glance

PUBLISHER International Organization for Standardization (ISO) and International Electrotechnical Commission (IEC), ISO/IEC JTC 1/SC 40	TYPE Standard	VERSION Third edition (ISO/IEC 20000-1:2018; Amendment 1:2024)
EFFECTIVE September 14, 2018	DOMAIN IT Governance	FAMILY ISO Management Systems
REGION International	ADOPTION MODEL Certification	IMPLEMENTATION COMPLEXITY High

Source: iso.org/standard/70636.html

Why it matters

- **Requirements, not a prescribed method** The 2018 edition removed detail to concentrate on what to do and to leave organizations free to choose how to meet the requirements (Foreword, change c).
- **Whole service lifecycle** Clause 8 covers planning, design, build, transition, delivery and assurance of services, with separate requirements for incident, service request, problem, change, release, availability and continuity management.
- **Control of suppliers and other parties** Clause 8.2.3 requires control of parties involved in the service lifecycle, and Clause 8.3.4 covers supplier management, including internal and external suppliers.
- **Fits other management systems** It follows the high level structure of Annex SL, so an SMS can be integrated with a quality management system based on ISO 9001 or an information security management system based on ISO/IEC 27001 (Introduction).

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How SmartSuite supports ISO/IEC 20000-1

Policy, Scope and Service Management Plan

Record the SMS scope, the service management policy, the objectives and the service management plan with owners and review dates (Clauses 4.3, 5.2, 6.2 and 6.3).

Requests, Incidents and Problems

Use IT Service Management (ITSM) to manage requests, incidents and changes, and keep problem records linked to the incidents they explain (Clauses 8.6.1 to 8.6.3).

Assets, Configuration and Change

Use IT Asset Management (ITAM) to track asset inventory, ownership, lifecycle and cost as the asset and configuration information in Clauses 8.2.5 and 8.2.6, and ITSM for change records (Clause 8.5.1).

Suppliers and Service Levels

Use Third Party Risk Management to assess and monitor external suppliers, and record internal suppliers, agreed service targets and review results (Clauses 8.2.3, 8.3.3 and 8.3.4).

Internal Audit and Management Review

Use Internal Audit Management to plan, run and report on SMS audits and remediation, and keep management review inputs and results (Clauses 9.2, 9.3 and 10.1).

Service Reporting and Improvement

Report on service performance with Enterprise Reporting and track improvement opportunities to completion with owners (Clauses 9.4 and 10.2).

Common framework mappings

COBIT 2019 | ISO 27001:2022 | ISO 27002:2022 | ISO 27017 | ISO 27701 | ITIL 4 | NIST CSF 2.0

Official resources

ISO/IEC 20000-1:2018 Standard

Defines requirements for establishing an IT service management system.

iso.org/standard/70636.html

ISO/IEC 20000-2:2019 Guidelines

Provides guidance on the application of service management systems.

iso.org/standard/69321.html

ISO/IEC 20000-3:2019 Service Providers Guidance

Outlines how service providers demonstrate conformity with ISO/IEC 20000-1.

iso.org/standard/72067.html

ISO/IEC 20000-5:2013 Exemplar Implementation Plan

Describes a sample implementation plan for IT service management systems.

iso.org/standard/60004.html

Frequently asked questions

What does ISO/IEC 20000-1 require?

It requires an organization to establish, implement, maintain and continually improve a service management system covering the planning, design, transition, delivery and improvement of services (Clause 1.1). The requirements are in Clauses 4 to 10, with the service processes in Clause 8, and none of them can be excluded when claiming conformity (Clause 1.2).

Is ISO/IEC 20000-1 certifiable, and is it mandatory?

It is voluntary, but an organization can be certified by a body that audits against it under ISO/IEC 20000-6:2017, or can show its own evidence of conformity (Clause 1.2). An organization cannot show conformity if other parties provide or operate all services, service components or processes within the SMS scope.

Which edition is current, and what changed in 2018?

The third edition of September 14, 2018 is current; ISO confirmed it in 2023 and added Amendment 1 on climate action changes in 2024. Compared with the 2011 edition it adopted the Annex SL structure, replaced the term service provider with organization, removed the Plan-Do-Check-Act references, reduced required documents, and added requirements on knowledge and on planning the services.

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Does ISO/IEC 20000-1 require ITIL?

No. The standard is intentionally independent of specific guidance, and the organization can combine generally accepted frameworks and its own experience (Introduction). ISO/IEC 20000-2 gives guidance on applying the requirements, but it is not a requirement.

Which service processes does Clause 8 cover?

Service portfolio items such as service catalog, asset and configuration management (8.2); business relationship, service level and supplier management (8.3); budgeting, demand and capacity management (8.4); change, service design and transition, and release management (8.5); incident, service request and problem management (8.6); and service availability, continuity and information security management (8.7).

License included / downloadable: No ISO/IEC 20000-1:2018 is a paid standard sold by ISO and national standards bodies, and the text is not included with the platform.

Full framework page and mappings: smartsuite.com/frameworks/iso-iec-20000-1-it-service-management-system-itsms