ISO/IEC 20000-10:2018

Information technology — Service management — Part 10: Concepts and vocabulary

Foreword

ISO (the International Organization for Standardization) and IEC (the International Electro - technical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and nongovernmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (seewww.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement. For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

The committee responsible for this document is ISO/IEC JTC 1, *Information technology*, SC 40, *IT Service Management and IT Governanc*e.

This first edition of ISO/IEC 20000-10 cancels and replaces ISO/IEC TR 20000-10:2015.

The main changes from the previous edition are as follows:

- a) includes all the terms and definitions of the ISO/IEC 20000 series;
- b) inclusion of terms from the ISO/IEC Directives Part 1, Annex SL Appendix 2 high-level structure for all management system standards. Some of the terms are new, some have updated existing definitions and some have remained unchanged from previous definitions;
- c) the term "internal group" has changed to "internal supplier" and the term "supplier" has changed to "external supplier";
- d) the definition of "information security" has changed to be aligned with that in ISO/IEC 27000 and subsequently the term "availability" has been changed to "service availability";
- e) new terms specific to the ISO/IEC 20000 series have been added for "asset", "governing body", "service catalogue", "service level target", "user" and "value";
- f) three terms have been deleted: "configuration baseline", "configuration management database" and "preventive action";

- g) many definitions have been updated;
- h) Figures 1 and 2 have been updated with currently published ISO/IEC 20000 parts;
- i) references to ISO/IEC 20000-4, ISO/IEC TR 20000-9 and ISO/IEC TR 90006 have been removed because the standards have been or will be withdrawn;
- j) ISO/IEC 20000 parts in Clause 6 have been updated with new publication dates and details as appropriate;
- k) related standards in Clause 7 now also include ISO 22301 and ISO/IEC 30105.

A list of all parts in the ISO/IEC 20000 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

This document provides an overview of the concepts of a service management system (SMS). It establishes a common framework for helping organizations to understand the purpose of all the parts of ISO/IEC 20000 and the relationships between the parts. This document is the authoritative source for definitions used in all the parts of ISO/IEC 20000.

This document also identifies other documents that have relationships with ISO/IEC 20000-1 and identifies common areas with related International Standards to aid the use and integration of multiple International Standards in organizations.

This document can be used by any organization or individual involved in the planning, design, transition, delivery and improvement of services using ISO/IEC 20000-1. It can also be used for those involved in the assessment or audit of an SMS, providing details of all parts of ISO/IEC 20000 and how they can be used.

More specifically, this document defines the terms used in all parts of ISO/IEC 20000 and:

- a) promotes cohesion between the parts of ISO/IEC 20000 by explaining the concepts and vocabulary used across all parts;
- b) contributes to the understanding of ISO/IEC 20000 (all parts) by explaining the purpose and clarifying the relationships between all the parts;
- c) clarifies the possible interfaces and integration between the organization's SMS and other management systems;
- d) provides an overview of other International Standards which can be used in combination with ISO/IEC 20000 (all parts);
- e) identifies common areas between ISO/IEC 20000-1 and other International Standards.

The terms and definitions in this document are applicable to ISO/IEC 20000-1:2018 and other updated parts of ISO/IEC 20000. For those organizations who are working with ISO/IEC 20000-1:2011, the terms and definitions in Clause 3 of that document remain unchanged. Where this document refers to dated and undated standards, the ISO/IEC Directives, Part 2 apply. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies. Where it is necessary to clarify that a specific edition applies, the edition is cited.

The terms and definitions in 3.1 and 3.2 of this document are also included in ISO/IEC 20000-1:2018. The terms and definitions in 3.3 of this document do not relate to ISO/IEC 20000-1 but are used in other parts of

the ISO/IEC 20000 se

1 Scope

This document describes the core concepts of ISO/IEC 20000 (all parts), identifying how the different parts support ISO/IEC 20000-1:2018 as well as the relationships between ISO/IEC 20000-1 and other International Standards and Technical Reports. This document also includes the terminology used in all parts of ISO/IEC 20000, so that organizations and individuals can interpret the concepts correctly.

This document can be used by:

- a) organizations seeking to understand the terms and definitions to support the use of ISO/IEC 20000 (all parts);
- b) organizations looking for guidance on how to use the different parts of ISO/IEC 20000 to achieve their goal;
- c) organizations that wish to understand how ISO/IEC 20000 (all parts) can be used in combination with other International Standards;
- d) practitioners, auditors and other parties who wish to gain an understanding of ISO/IEC 20000 (all parts).

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- — IEC Electropedia: available at http://www.electropedia.org/
- — ISO Online browsing platform: available at https://www.iso.org/obp

3.1 Terms specific to management system standards

3.1.1 audit - systematic, independent and documented **process** (3.1.18) for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled
Note 1 to entry: An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).
Note 2 to entry: An internal audit is conducted by the **organization** (3.1.14) itself, or by an external party on its behalf.
Note 3 to entry: "Audit evidence" and "audit criteria" are defined in ISO 19011.

3.1.2 competence - ability to apply knowledge and skills to achieve intended results

3.1.3 conformity - fulfilment of a **requirement** (3.1.19)
Note 1 to entry: Conformity relates to requirements in ISO/IEC 20000-1 as well as the organization's SMS requirements.
Note 2 to entry: The original Annex SL definition has been modified by adding Note 1 to entry.

3.1.4 continual improvement - recurring activity to enhance **performance** (3.1.16)

3.1.5 corrective action - action to eliminate the cause or reduce the likelihood of recurrence of a detected **nonconformity** (3.1.12) or other undesirable situation
Note 1 to entry: The original Annex SL definition has been changed by adding text to the original "action to eliminate the cause of a nonconformity and to prevent recurrence".

3.1.6 documented information - information required to be controlled and maintained by an **organization** (3.1.14) and the medium on which it is contained
EXAMPLE:
Policies (3.1.17), plans, process descriptions, **procedures** (3.2.11), **service level agreements** (3.2.20) or contracts.

Note 1 to entry: Documented information can be in any format and media and from any source.
Note 2 to entry: Documented information can refer to:

- — the **management system** (3.1.9), including related **processes** (3.1.18);
- — information created in order for the organization to operate (documentation);
- — evidence of results achieved [**records** (3.2.12)].

Note 3 to entry: The original Annex SL definition has been modified by adding examples.

3.1.7 effectiveness - extent to which planned activities are realized and planned results achieved

3.1.8 interested party - person or **organization** (3.1.14) that can affect, be affected by, or perceive itself to be affected by a decision or activity related to the **SMS** (3.2.23) or the **services** (3.2.15)
Note 1 to entry: An interested party can be internal or external to the organization.
Note 2 to entry: Interested parties can include parts of the organization outside the scope of the SMS, *customer*s (3.2.3),*user*s (3.2.28), community, *external supplier*s (3.2.4), regulators, public sector bodies, nongovernment organizations, investors or employees.
Note 3 to entry: Where interested parties are specified in the *requirement*s (3.1.19) of ISO/IEC 20000-1, the interested parties can differ depending on the context of the requirement.
Note 4 to entry: The original Annex SL definition has been modified by deleting the admitted term "stakeholder", adding "related to the SMS or the services" to the definition and by adding Notes 1, 2 and 3 to entry.

3.1.9 management system - set of interrelated or interacting elements of an **organization** (3.1.14) to establish **policies** (3.1.17) and **objectives** (3.1.13)and **processes** (3.1.18) to achieve those objectives
Note 1 to entry: A management system can address a single discipline or several disciplines.
Note 2 to entry: The management system elements include the organization's structure, roles and responsibilities, planning, operation, policies, objectives, plans, processes and **procedures** (3.2.11).

Note 3 to entry: The scope of a management system may include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

Note 4 to entry: The original Annex SL definition has been modified by clarifying that the system is a management system and listing further elements in Note 2 to entry.

3.1.10 measurement - **process** (3.1.18) to determine a value

3.1.11 monitoring - determining the status of a system, a **process** (3.1.18) or an activity
Note 1 to entry: To determine the status there may be a need to check, supervise or critically observe.

3.1.12 nonconformity - non-fulfilment of a **requirement** (3.1.19)
Note 1 to entry: Nonconformity relates to requirements in ISO/IEC 20000-1 as well as the organization's SMS requirements.

3.1.13 objective - result to be achieved
Note 1 to entry: An objective can be strategic, tactical, or operational.
Note 2 to entry: Objectives can relate to different disciplines [such as financial, health and safety, **service management**(3.2.22) and environmental goals] and can apply at different levels [such as strategic, organization-wide, **service** (3.2.15), project, product and **process** (3.1.18)].
Note 3 to entry: An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, as a service management objective or by the use of other words with similar meaning (e.g. aim, goal, or target).
Note 4 to entry: In the context of an **SMS** (3.2.23), service management objectives are set by the organization, consistent with the service management **policy** (3.1.17), to achieve specific results.
Note 5 to entry: The original Annex SL definition has been modified by adding "service management" and "service" to Note 2 to entry.

3.1.14 organization - person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its **objectives** (3.1.13)
Note 1 to entry: The concept of organization includes, but is not limited to sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.
Note 2 to entry: An organization or part of an organization that manages and delivers a **service** (3.2.15) or services to internal or external *customer*s ([3.2.3](#)) can be known as a **service provider** (3.2.24).
Note 3 to entry: If the scope of the **SMS** (3.2.23) covers only part of an organization, then organization, when used in [ISO/IEC 20000 (all parts)](#), refers to the part of the organization that is within the scope of the SMS. Any use of the term organization with a different intent is distinguished clearly.
Note 4 to entry: The original Annex SL definition has been modified by adding Notes 2 and 3 to entry.

3.1.15 outsource, verb - make an arrangement where an external **organization** (3.1.14) performs part of an organization's function or **process** (3.1.18)
Note 1 to entry: An external organization is outside the scope of the **SMS** (3.2.23), although the outsourced function or process, is within the scope.

3.1.16 performance - measurable result
Note 1 to entry: Performance can relate either to quantitative or qualitative findings.

Note 2 to entry: Performance can relate to the management of activities, **processes** (3.1.18), products, **services** (3.2.15), systems or **organizations** (3.1.14).
Note 3 to entry: The original Annex SL definition has been modified by adding "services" to Note 2 to entry.

3.1.17 policy - intentions and direction of an **organization** (3.1.14) as formally expressed by its **top management** (3.1.21)

3.1.18 process - set of interrelated or interacting activities that use inputs to deliver an intended result
Note 1 to entry: Whether the "intended result" of a process is called output, product or **service** (3.2.15) depends on the context of the reference.
Note 2 to entry: Inputs to a process are generally the outputs of other processes and outputs of a process are generally the inputs to other processes.
Note 3 to entry: Two or more interrelated and interacting processes in series can also be referred to as a process.
Note 4 to entry: Processes in an **organization** (3.1.14) are generally planned and carried out under controlled conditions to add value.
Note 5 to entry: The original Annex SL definition has been changed from "set of interrelated or interacting activities which transforms inputs into outputs". The original Annex SL definition has also been modified by adding Notes 1 to 4 to entry. The revised definition and Notes 1 to 4 to entry are sourced from ISO 9000:2015, 3.4.1.

3.1.19 requirement - need or expectation that is stated, generally implied or obligatory
Note 1 to entry: "Generally implied" means that it is custom or common practice for the **organization** (3.1.14) and **interested parties** (3.1.8) that the need or expectation under consideration is implied.
Note 2 to entry: A specified requirement is one that is stated, for example, in **documented information** (3.1.6).
Note 3 to entry: In the context of an **SMS** (3.2.23), **service requirements** (3.2.26) are documented and agreed rather than generally implied. There can also be other requirements such as legal and regulatory requirements.
Note 4 to entry: The original Annex SL definition has been modified by adding Note 3 to entry.

3.1.20 risk- effect of uncertainty
Note 1 to entry: An effect is a deviation from the expected — positive or negative.
Note 2 to entry: Uncertainty is the state, even partial, of deficiency of information related to understanding or knowledge of, an event, its consequence, or likelihood.
Note 3 to entry: Risk is often characterized by reference to potential *events* (as defined in ISO Guide 73:2009, 3.5.1.3) and consequences (as defined in ISO Guide 73:2009, 3.6.1.3), or a combination of these.
Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated likelihood (as defined in ISO Guide 73:2009, 3.6.1.1) of occurrence.

3.1.21 top management - person or group of people who directs and controls an **organization** (3.1.14) at the highest level
Note 1 to entry: Top management has the power to delegate authority and provide resources within the organization.

Note 2 to entry: If the scope of the **management system** (3.1.9) covers only part of an organization then top management refers to those who direct and control that part of the organization.

3.2 Terms specific to service management used in the ISO/IEC 20000 series

3.2.1 asset - item, thing or entity that has potential or actual value to an **organization** (3.1.14)
Note 1 to entry: Value can be tangible or intangible, financial or non-financial, and includes consideration of **risks** (3.1.20) and liabilities. It can be positive or negative at different stages of the asset life.
Note 2 to entry: Physical assets usually refer to equipment, inventory and properties owned by the organization. Physical assets are the opposite of intangible assets, which are non-physical assets such as leases, brands, digital assets, use rights, licences, intellectual property rights, reputation or agreements.
Note 3 to entry: A grouping of assets referred to as an asset system could also be considered as an asset.
Note 4 to entry: An asset can also be a **configuration item** (3.2.2). Some configuration items are not assets.
[SOURCE: ISO/IEC 19770-5:2015, 3.2, modified — Note 4 to entry contains new content.]

3.2.2 configuration item (CI) - element that needs to be controlled in order to deliver a **service** (3.2.15) or services

3.2.3 customer - organization (3.1.14) or part of an organization that receives a **service** (3.2.15) or services
EXAMPLE:
Consumer, client, beneficiary, sponsor, purchaser.

Note 1 to entry: A customer can be internal or external to the organization delivering the service or services.
Note 2 to entry: A customer can also be a **user** (3.2.28). A customer can also act as a supplier.

3.2.4 external supplier - another party that is external to the organization that enters into a contract to contribute to the planning, design, **transition**(3.2.27), delivery or improvement of
a **service** (3.2.15), **service component** (3.2.18) or **process** (3.1.18)
Note 1 to entry: External suppliers include designated lead suppliers but not their sub-contracted suppliers.
Note 2 to entry: If the organization in the scope of the SMS is part of a larger organization, the other party is external to the larger organization.

3.2.5 incident - unplanned interruption to a **service** (3.2.15), a reduction in the quality of a service or an event that has not yet impacted the service to the **customer** (3.2.3) or **user** (3.2.28)

3.2.6 information security - preservation of confidentiality, integrity and availability of information
Note 1 to entry: In addition, other properties such as authenticity, accountability, non-repudiation and reliability can also be involved.
[SOURCE: ISO/IEC 27000:2018, 3.28]

3.2.7 information security incident - single or a series of unwanted or unexpected **information security** (3.2.6) events that have a significant probability of compromising business operations and threatening information security
[SOURCE: ISO/IEC 27000:2018, 3.31]

3.2.8 internal supplier - part of a larger **organization** (3.1.14) that is outside the scope of the **SMS** (3.2.23) that enters into a documented agreement to contribute to the planning, design, **transition** (3.2.27), delivery or improvement of a **service** (3.2.15), **service component**(3.2.18) or **process** (3.1.18)
EXAMPLE:
Procurement, infrastructure, finance, human resources, facilities.

Note 1 to entry: The internal supplier and the organization in the scope of the SMS are both part of the same larger organization.

3.2.9 known error - problem (3.2.10) that has an identified root cause or a method of reducing or eliminating its impact on a **service** (3.2.15)

3.2.10 problem - cause of one or more actual or potential **incidents** (3.2.5)

3.2.11 procedure - specified way to carry out an activity or a **process** (3.1.18)
Note 1 to entry: Procedures can be documented or not.
[SOURCE: ISO 9000:2015, 3.4.5]

3.2.12 record - document stating results achieved or providing evidence of activities performed
EXAMPLE:
Audit (3.1.1) reports, **incident** (3.2.5) details, list of training delegates, minutes of meetings.

Note 1 to entry: Records can be used, for example, to formalize traceability and to provide evidence of verification, preventive action and **corrective action** (3.1.5).
Note 2 to entry: Generally, records need not be under revision control.
[SOURCE: ISO 9000:2015, 3.8.10, modified — EXAMPLE has been added.]

3.2.13 release,noun - collection of one or more new or changed **services** (3.2.15) or **service components** (3.2.18) deployed into the live environment as a result of one or more changes

3.2.14 request for change - proposal for a change to be made to a **service** (3.2.15), **service component** (3.2.18) or the **SMS** (3.2.23)
Note 1 to entry: A change to a service includes the provision of a new service, transfer of a service or the removal of a service that is no longer required.

3.2.15 service - means of delivering value for the **customer** (3.2.3) by facilitating outcomes the customer wants to achieve
Note 1 to entry: Service is generally intangible.
Note 2 to entry: The term service as used in ISO/IEC 20000 (all parts) means the service or services in the scope of the **SMS**(3.2.23). Any use of the term service with a different intent is distinguished clearly.

3.2.16 service availability - ability of a **service** (3.2.15) or **service component** (3.2.18) to perform its required function at an agreed time or over an agreed period of time
Note 1 to entry: Service availability can be expressed as a ratio or percentage of the time that the service or service component is actually available for use compared to the agreed time.

3.2.17 service catalogue - documented information about services that an organization provides to its customers

3.2.18 service component - part of a **service** (3.2.15) that when combined with other elements will deliver a complete service
EXAMPLE:
Infrastructure, applications, documentation, licences, information, resources, supporting services.

Note 1 to entry: A service component can include *configuration item*s (3.2.2), **assets** (3.2.1) or other elements.

3.2.19 service continuity - capability to deliver a **service** (3.2.15) without interruption, or with consistent availability as agreed
Note 1 to entry: Service continuity management can be a subset of business continuity management. ISO 22301 is a management system standard for business continuity management.

3.2.20 service level agreement (SLA) - documented agreement between the **organization** (3.1.14) and the **customer** (3.2.3) that identifies **services** (3.2.15) and their agreed performance
Note 1 to entry: A service level agreement can also be established between the organization and an **external supplier** (3.2.4), an **internal supplier** (3.2.8) or a customer acting as a supplier.
Note 2 to entry: A service level agreement can be included in a contract or another type of documented agreement.

3.2.21 service level target - specific measurable characteristic of a **service** (3.2.15) that an **organization** (3.1.14) commits to

3.2.22 service management - set of capabilities and *process*es (3.1.18) to direct and control the *organization*'s (3.1.14) activities and resources for the planning, design, **transition** (3.2.27), delivery and improvement of **services** (3.2.15) to deliver **value** (3.2.29)
Note 1 to entry: ISO/IEC 20000-1 provides a set of requirements that is split into clauses and sub-clauses. Each organization can choose how to combine the requirements into processes. The sub-clauses can be used to define the processes of the organization's SMS.

3.2.23 service management system (SMS) - management system (3.1.9) to direct and control the **service management** (3.2.22) activities of the **organization** (3.1.14)
Note 1 to entry: An SMS includes service management **policies** (3.1.17), **objectives** (3.1.13), plans, **processes** (3.1.18), documented information and resources required for the planning, design, **transition** (3.2.27), delivery and improvement of services to meet the **requirements** (3.1.19) specified in ISO/IEC 20000-1.

3.2.24 service provider - organization (3.1.14) that manages and delivers a **service** (3.2.15) or services to *customer*s (3.2.3)

3.2.25 service request - request for information, advice, access to a **service** (3.2.15) or a pre-approved change

3.2.26 service requirement - needs of **customers** (3.2.3), **users** (3.2.28) and
the **organization** (3.1.14) related to the **services** (3.2.15) and the **SMS**(3.2.23) that are stated or obligatory
Note 1 to entry: In the context of an **SMS** (3.2.23), service requirements are documented and agreed rather than generally implied. There can also be other requirements such as legal and regulatory requirements.

3.2.27 transition - activities involved in moving a new or changed **service** (3.2.15) to or from the live environment

3.2.28 user - individual or group that interacts with or benefits from a **service** (3.2.15) or services
Note 1 to entry: Examples of users include a person or community of people. A **customer** (3.2.3) can also be a user.

3.2.29 value - importance, benefit or usefulness
EXAMPLE:
Monetary value, achieving service outcomes, achieving **service management** (3.2.22)**objectives** (3.1.13), customer retention, removal of constraints.

Note 1 to entry: The creation of value from **services** (3.2.15) includes realizing benefits at an optimal resource level while managing **risk** (3.1.20). An **asset** (3.2.1) and a **service** (3.2.15) are examples that can be assigned a value.

3.3 Terms specific to service management used in the ISO/IEC 20000 series but not used in ISO/IEC 20000-1

3.3.1 governing body - group or body that has the ultimate responsibility and authority for an *organization's* (3.1.14) activities, governance and**policies** (3.1.17) and to which **top management** (3.1.21) reports and by which **top management** (3.1.21) is held accountable
Note 1 to entry: Not all organizations, particularly small organizations, will have a governing body separate from top management.
Note 2 to entry: A governing body can include, but is not limited to, board of directors, committees of the board, supervisory board, trustees or overseers.
[SOURCE: ISO 37001:2016]

3.3.2 service integrator - entity that manages the integration of **services** (3.2.15) and **service components** (3.2.18) delivered by multiple suppliers
Note 1 to entry: The role of the service integrator supports the promotion of end to end **service management** (3.2.22), particularly in complex supply chains by ensuring all parties are aware of, enabled to perform, and are held accountable for their role in the supply chain.

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[4]   ISO 31000:2018, *Risk management — Guidelines*

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[27] ISO/IEC TS 38501:2015, *Information technology — Governance of IT — Implementation guide*

[28] ISO/IEC TR 38502:2017, *Information technology — Governance of IT — Framework and model*