



Management System			
MR	Management Responsibility	POP CCC RRRR	<u>P</u> olicy, <u>O</u> bjectives, <u>P</u> lan <u>C</u> ommunication, <u>C</u> ustomer Requirements, <u>C</u> ontinual Improvements <u>R</u> esources, <u>R</u> isks, <u>R</u> eviews, <u>R</u> esponsible member of Snr. Management
DR	Documentation Requirements	PPPP SLAs Records	<u>P</u> olicies, <u>P</u> lans, <u>P</u> rocesses, <u>P</u> rocedures Service Level Agreements and Documents
CAT	Competence, Awareness, Training	Roles & Responsibilities required ← Reviewed & Managed → Training Responsible Senior Manager communicates to All Employees Plans and records to meet Competence requirements	

Planning and Implementing Service Management (PISM)

PDCA Plan → Do → Check → Act

Planning and Implementing New and Changed Services (PINCS)

Proposals; Plan Implementation; Acceptance by Provider before implementation; Report Outcome; PIR
Details of contents of a Plan

ISO 20000 Processes

Service Delivery Processes (6)

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> Capacity Management Service Continuity and Availability Management | <ul style="list-style-type: none"> Service Level Management Service Reporting | <ul style="list-style-type: none"> Information Security Management Budgeting & Accounting for IT services |
|---|---|---|

Control Processes

Release Processes

- Release Management

- Change Management
- Configuration Management

Resolution Processes

- Incident Management
- Problem Management

Relationship Management Processes

- Business Relationship Management
- Supplier Management

Process Governance of processes when using suppliers (Management Control)

(Must be able to demonstrate “A DIM I” to gain Certification)

A	<u>A</u> ccountability	Accountability for processes & authority to require adherence e.g. for information security policy
DI	<u>D</u> efinition & <u>I</u> nterfaces	Controlling definition of processes & interfacing of processes
M	<u>M</u> etrics	Definition & measurement of metrics of performance & compliance
I	<u>I</u> mprovements	Controlling planning & prioritisation of process improvements

Similarities/Differences between Part 1 and Part 2

Part 1	Part 2
Uses “shall”	Uses “should”
Mandatory for Certification	Recommended
Sections use same numbering scheme and section names	
Same objective for each process	
Contains Glossary	Refers to the Glossary in Part 1
2005	
16pp	34pp