

ISO standards for IT Service Management

Each standard is linked to a website providing overview information about the standard. Standards are officially titled ISO/IEC but ISO is used for convenience here.

NB: freely downloadable ISO standards are not available. “People *shall* buy ISO standards” as ISO would say; i.e. they are not freely available and must be purchased e.g. [BSI Shop](#)

Standard Number	Topic	Date of Part 1	Notes
ISO 15504	Process Assessment	2004	Maturity model approach (often called SPICE). Competes with and not as adopted as CMMI but that will change now COBIT 5 uses ISO 15504-2 as its Process Capability Model (PCM).
ISO 19770	Software asset management	2006	
ISO 20000	IT Service management	2011	Part 2 (ISO 20000-2: 2012) now available. Aligns with Part 1.
ISO 24762	IT Disaster Recovery	2008	
ISO 27000 series (27001 – 27006)	Information Security management	2005 (27001)	Others 27007 upwards planned. 27013 will link 27001 to 20000. (DIS 27013 is available).
ISO 31000	Risk management	2009	All sectors – not just IT
ISO 38500	Corporate Governance of IT	2008	