

ISO / IEC 20000: A POCKET GUIDE

Introduction to ISO 20000

History

The purpose of ISO 20000

Relation to ITIL

Relation to other standards

Stakeholders

Training

Certification

Structure of the ISO 20000 standard

ISO 20000 – Overall management

Scope

Communication

Requirements for a management system

Planning and implementing service management

Planning and implementing new or changed services

PD0015 Self Assessment Workbook

Structure

How to Use the Workbook

ISO 20000 – Model and Focus Areas

Service Delivery Processes

Relationship processes

Resolution processes

Control Processes

Release process