

Comparison ITIL Service Management and Processes According to ISO 20000

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IT Process Know-How
out of a Box

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Interconnections between ITIL and ISO 20000

The following table highlights the relationships between

- the processes within Service Delivery and Service Support in accordance with ITIL and
- the processes provided for within ISO 20000

ITIL contains concrete and detailed guidelines for the implementation of the ITIL processes, which are broadly in accordance with the requirements ISO 20000.

However, the following processes are stipulated by ISO 20000, but are not a component of IT Service Management according to ITIL:

- Information Security Management
- Business Relationship Management
- Supplier Management

As a continuation to this table, their respective minimum requirements as seen from ISO 20000 will be listed in separate tables.

Processes according ISO 20000		Coverage by Service Management according to ITIL
5	Planning and Implementing New or Changed Services	Requirements are fulfilled by the ITIL process "Service Level Management"
6	Service Delivery	
6.1	Service Level Management	Requirements are fulfilled by the ITIL process "Service Level Management"
6.2	Service Reporting	Requirements are fulfilled by the ITIL process "Service Level Management"
6.3	Service Continuity and Availability Management	Requirements are fulfilled by the ITIL processes "IT Service Continuity Management" and "Availability Management"
6.4	Budgeting and Accounting for IT Services	Requirements are fulfilled by the ITIL process "Financial Management for IT Services" (optional, i. e. non-obligatory component of the standard)
6.5	Capacity Management	Requirements are fulfilled by the ITIL process "Capacity Management"
6.6	Information Security Management	Not a component of IT Service Management according to ITIL See below: Minimum requirements from the viewpoint of ISO 20000 and support of these requirements by the Service Management processes according to ITIL
7	Relationship Processes	

Processes according ISO 20000		Coverage by Service Management according to ITIL
7.2	Business Relationship Management	For the most part, the requirements are fulfilled by the ITIL process „Service Level Management“(Exception: Measurement of customer satisfaction). See below: Minimum requirements from the viewpoint of ISO 20000 and support of these requirements by the Service Management processes according to ITIL
7.3	Supplier Management	A small percentage of the requirements are fulfilled by the ITIL process „Service Level Management“ (Inclusion of Underpinning Contracts during creation of SLAs) See below: Minimum requirements from the viewpoint of ISO 20000 and support of these requirements by the Service Management processes according to ITIL
8	Resolution	
8.2	Incident Management	Requirements are fulfilled by the ITIL process "Service Desk and Incident Management"
8.3	Problem Management	Requirements are fulfilled by the ITIL process "Problem Management"
9	Control	
9.1	Configuration Management	Requirements are fulfilled by the ITIL process "Configuration Management"
9.2	Change Management	Requirements are fulfilled by the ITIL process "Change Management"
10	Release	
10.1	Release Management	Requirements are fulfilled by the ITIL process "Release Management"

Process (ISO 20000): Information Security Management

(Chapter 6.6)

Minimum requirements from the viewpoint of ISO 20000 and support of these requirements by the Service Management processes according to ITIL

Requirements of the process according to ISO 20000	Reference to IT Service Management Processes according to ITIL
<p>Security Organisation</p> <ul style="list-style-type: none"> • The roles of the IT Security Management are defined and allocated to responsible holders. • The processes of the IT Security Management are verifiably documented. • Employees with responsible roles in the IT Security Organisation are trained with regards to IT Security. • The support of experts is available during the risk-analysis and during the implementation of security precautions. 	<p>(Not a component of IT Service Management according to ITIL)</p>
<p>IT Security Policy</p> <ul style="list-style-type: none"> • An IT Security Policy approved by the CIO is in existence. • The Security Policy is known to all relevant parties of the IT Organisation and on the client side. • Processes exist, which ensure that the requirements of the IT Security Policy are implemented. • The effectiveness of the IT Security Policy is monitored by a representative group from the ranks of the IT Managers. 	<p>(Not a component of IT Service Management according to ITIL)</p>

Requirements of the process according to ISO 20000	Reference to IT Service Management Processes according to ITIL
<p>Management of risks</p> <ul style="list-style-type: none"> • Risks in association with the access to systems or IT Services are analysed and documented at regular intervals. • The risk-evaluation is adjusted if Services, Processes, or Infrastructure Items change. • The identification of measures, which expand into a plan for the continuous improvement of the IT Security Management, follows as a result of the risk analysis. • During the risk-analysis the following types of threat are addressed: • Unauthorised knowledge of information (Data Confidentiality) • Falsification of information being used in business processes (Data Integrity) • Loss of information being used in business processes (Data-Availability) • Physical damage of infrastructure components required for the Provision of IT Services 	<p>In certain processes of the IT Service Management, IT Risks are also controlled:</p> <ul style="list-style-type: none"> • "IT Service Continuity Management" (Risks with regards to disaster precautions) • "Availability Management" (Risks with regards to the availability) <p>The risks established here need to be integrated into the broader-reaching risk observations of the IT Security Management.</p> <p>Risks following from the implementation of Changes are addressed by the link between Security Management and the „Change Management“ process.</p>

Process (ISO 20000): Business Relationship Management

(Chapter 7.2)

Minimum requirements from the viewpoint of ISO 20000 and support of these requirements by the Service Management processes according to ITIL

Requirements of the process according to ISO 20000	Reference to IT Service Management Processes according to ITIL
<p>Identification of the clients</p> <ul style="list-style-type: none"> • The IT Service clients are identified and documented. • The Service Provider is informed about the requirements of the IT Services from the client's viewpoint, as well as fundamental changes to the business, and reacts to the client's necessities. 	<p>Fulfilled by the process „Service Level Management“.</p>
<p>Service Reviews</p> <ul style="list-style-type: none"> • The IT Service Provider holds regular (at least annual) Service Reviews with the clients, in order to discuss any required changes to the IT Services, the agreed Service Levels, or the contractual regulations. These Reviews are documented. • Internal Service Reviews are held with all participants involved in the provision of the IT Services, in order to discuss such items as problems during service provision, planned changes, etc. These Reviews are documented. • Changes to SLAs ensue as required from the Reviews, which are subjected to the Change Management-Process. 	<p>Fulfilled by the process „Service Level Management“.</p>
<p>Complaints with regards to the IT Services</p> <ul style="list-style-type: none"> • A complaint-process is in existence. • The definition of a formal service complaint is agreed with the customer. • All complaints are registered, examined and reported. • Outstanding complaints are examined regularly and escalated, should the processing not take place within the time-frame agreed with the client. • As required and due to the complaint, measures are introduced to improve the IT Service. • The client possesses the possibility to escalate a complaint, if it has not been processed to his satisfaction. 	<p>Fulfilled by the process „Service Level Management“.</p>

Requirements of the process according to ISO 20000	Reference to IT Service Management Processes according to ITIL
<p>Measurement of client satisfaction</p> <ul style="list-style-type: none"> • The client satisfaction is regularly ascertained and compared with the objective values being targeted. • Significant fluctuations in client satisfaction are examined and their causes identified. • The results and consequences of the client survey are discussed with the clients. • As required, measures for IT Service improvement are introduced; the client is continuously informed of the progress of these measures. • Praise of the IT Service provision is documented and transferred to the respective employees. 	<p>(Not a component of IT-Service-Management according to ITIL)</p>

Process (ISO 20000): Supplier Management

(Chapter 7.3)

Minimum requirements from the viewpoint of ISO 20000 and support of these requirements by the Service Management processes according to ITIL

Note:

The process „Supplier Management“ (as contained in ISO 20000) is not explicitly a part of IT Service Management according to ITIL. ITIL includes, however, the management of Underpinning Contracts within the „Service Level Management“ process.

Requirements of the process according to ISO 20000	Reference to IT Service Management Processes according to ITIL
Responsibilities <ul style="list-style-type: none"> On the Service Provider side, a person responsible for the contract is determined for each supplier. 	(Not to be found this explicitly in ITIL Service Management)
SLAs <ul style="list-style-type: none"> Performance requirements, Service Levels and communication processes are documented and signed by all participating parties. The interfaces between Service Provider and Supplier are agreed upon and documented. 	Fulfilled by the process „Service Level Management“.
Consistency with the client-sided SLAs <ul style="list-style-type: none"> The SLAs agreed upon with the suppliers are examined with regards to their consistency with the client-sided SLAs. 	Fulfilled by the process „Service Level Management“.
Sub-contractors of suppliers <ul style="list-style-type: none"> The roles and relationships between suppliers and their sub-contractors are extensively documented. Suppliers have processes in place in order to ensure that their sub-contractors fulfill their contractual obligations. 	(Not to be found this explicitly in ITIL Service Management)
Respective reviews of contracts or SLAs <ul style="list-style-type: none"> The supplier's performance is continuously compared with the agreed Service Level. A process is in existence for the regular (at least annual) review of the contractual regulations, in order to ensure that requirements from the client's viewpoint and contractual agreements are continuously fulfilled. As and when required, changes to the contract result from these reviews. Changes to contracts with suppliers are subjected to monitoring by the Change Management Prozesse 	(Not to be found this explicitly in ITIL Service Management; this topic is however covered partially by the ITIL process „Service Level Management“, as this deals with UCs and their contribution to meeting the agreed Service Levels).
Conflicts <ul style="list-style-type: none"> A process for the handling of debatable contractual questions is in existence. 	(Not to be found this explicitly in ITIL-Service-Management)

Requirements of the process according to ISO 20000	Reference to IT Service Management Processes according to ITIL
End of contract or respective changes <ul style="list-style-type: none"> • A process to cater for the planned or unplanned cessation of the contractual relationship is in existence. 	(Not to be found this explicitly in ITIL-Service-Management)

Notice: The so-called „SLAs with Suppliers“ within ISO 20000 are termed as „Underpinning Contracts“ within ITIL.

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