



FAQs on the revision of ISO 20000:2018

Our experts have answered frequently asked questions about the new ISO 20000. Do you have any further questions?

Please contact us!

1. WHEN WAS ISO 20000:2018 PUBLISHED?

The revised ISO 20000 was published on 30. September 2018. From this date, companies will have three years to obtain certification for the new version.

Our experts can certify you according to ISO 20000:2011 until 31 March 2020. Thereafter, only audits in accordance with the new standard will be offered.

2. WHAT DOES ISO 20000:2018 SAY?

ISO/IEC 20000:2018 provides a measurable quality standard for the service management system (SMS). To this end, ISO/IEC 20000-1:2018 specifies and describes the necessary minimum requirements for processes that an organization must establish in order to be able to provide and manage services in a defined quality. ISO/IEC 20000 is based on and complements process descriptions described by the IT Infrastructure Library® (ITIL®).

With the update of the ISO-20000 standard, new requirements (e.g. on service planning and delivery)

have been added. Some content (e.g. references to the “PDCA method”) has been removed and several sections in the revised edition have been reformulated to be more generally applicable.

3. WHAT IMPORTANT INNOVATIONS DOES ISO 20000:2018 PROVIDE?

- Most importantly, the revised standard introduces a new High Level Structure (HLS) compliant to other management system standards. This makes it easier for organizations to be certified for multiple standards, such as **ISO 9001** (quality management) or **ISO 27001** (information security management).
- “Terms and Definitions” have also been revised under the new standard. It now contains terms referring to specific management system standards, adding a reference to the terms and definitions found in ISO/IEC 20000-10. Various clauses have been updated or added to reflect the growing trends in service

management, such as standardized services or the management of multiple service providers by a service integrator.

- Some details have been removed to give organizations more flexibility in meeting the requirements.
- An explicit requirement for the “creation, implementation, maintenance and continuous improvement of a service management system (SMS)” has been added.
- All references to the “PDCA method” (“Plan-Do-Check-Act”) have been deleted, as many methods of improvement can be used in conjunction with management system standards.
- New requirements relating to the context of the organization and activities addressing risks and opportunities have been added.
- The revised edition has updated requirements affecting documented information, resources, competencies and awareness.
- Additional requirements in the areas of service planning, knowledge, asset management, demand management and service delivery have been introduced.
- The new version separates Incident Management and Service Request Management requirements into two separate chapters.

4. WHAT ARE THE REQUIREMENTS OF ISO 20000:2018?

- Management commitment.
- Targets:
Service management goals must be defined at all relevant levels. Planning strategies must aim to both manage risks and seize opportunities.
Awareness: Employees must be aware of their individual contribution to SMS performance and service delivery.
- Process management: A company must be able to prove that processes are documented, managed and continuously improved in the sense of a service management system (SMS). Processes executed by third parties must be controllable.
- According to the Information Technology Infrastructure Library (ITIL®), a provider can help with the introduction of service management, but is not required.

5. DO THESE CHANGES HAVE AN IMPACT ON MY EXISTING CERTIFICATION?

No. Until the official transition, the changes have no direct influence on your existing certification. The transition period ends 18 months after publication.

As of 31. March 2020, all audits (certification, recertification and surveillance audits) will be carried out on the basis of the new standard.

6. DOES THE NORM REVISION RESULT IN HIGHER AUDIT COSTS?

Additional expenses may occur but are limited to a onetime basis. Efforts vary according to the organization and timing of the changeover:

- Recertification +10% (but at least 0.25 audit days on site)
- Monitoring +20% (but at least 0.50 audit days on site)

This depends on the selected time of transition (RA, SA or special audits).

7. ARE THERE WAYS TO EVALUATE THE GAPS BETWEEN THE OLD AND NEW ISO 20000 DURING THE TRANSITION PERIOD?

Yes. With the help of our GAP analysis, we can jointly clarify questions such as:

- Are there necessary changes to be made in the organization?
- Do I need training?
- Do basic documents or management system credentials need to be adapted?

8. HOW ARE ISO 27001 AND THE REVISED ISO 20000 CONNECTED?

The changes aim to standardize High Level Structure (HLS) definitions and texts used between ISO 27001 and the ISO 20000 revision.

9. FOR WHICH COMPANIES IS AN ISO 20000 CERTIFICATION SUITABLE?

The ISO 20000 standard is suitable for all companies looking to improve their service processes. In addition, companies from quality-critical industries and organizations that require proof of their quality-assured service processes can benefit most from the certification. These include companies in the automotive industry, insurance companies, banks and, of course, IT service providers. Certification in accordance with ISO 20000 provides measurement and comparison values for controlling your own processes and enables you to document the evidence required of a certified service management system.

10. ARE THERE COMPANIES THAT CANNOT BE CERTIFIED ACCORDING TO ISO 20000?

No. Basically every company can be certified according to ISO 20000. Our experts will be happy to inform you about the extent to which certification makes sense for your company. ISO 20000 certification does not apply to products such as service management tools.

11. WHAT ADVANTAGES DOES THE INTRODUCTION OF SERVICE MANAGEMENT ACCORDING TO ISO 20000 OFFER?

- Standardized and thus more effective and cost-efficient processes.
- Cost transparency to expose potential savings.
- Improved services through proven processes and methods.
- Proof of the performance and quality of your processes and services.
- Higher customer satisfaction.
- Increased productivity in the core business and optimal use of resources.
- Simplified communication via uniformed terms.

OUR EXPERTS ARE AT YOUR DISPOSAL WITH A COMPLIMENTARY INFORMATIONAL INTRODUCTION TO OUR SERVICES. PLEASE CONTACT US FOR FURTHER INFORMATION

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