

Mapping Report

Unattested Report



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Source Tree:

- ISO/IEC 20000-1:2011 Service management system requirements

Target Trees to compare with:

- ISO/IEC 20000-1:2018 Information technology Service management Part 1: Service management system requirements (DIRECT)

Workspace: Master ISO 20000 Workspace

ISO/IEC 20000-1:2011 Service management system requirements	ISO/IEC 20000-1:2018 Information technology Service management Part 1: Service management system requirements (DIRECT)
1 Scope	1 Scope
2 Normative references	2 Normative references
3 Terms and definitions	3 Terms and definitions - Omitted form Mapping
4 Service management system general requirements	4.4 Service management system 7 Support of the service management system
4.1 Management responsibility	7 Support of the service management system
4.1.1 Management commitment	5.1 Leadership and commitment 6.1 Actions to address risks and opportunities 9.3 Management review
4.1.2 Service management policy	5.2 Policy 5.2.1 Establishing the service management policy
4.1.3 Authority, responsibility and communication	5.2.2 Communicating the service management policy 5.3 Organizational roles, responsibilities and authorities 7.4 Communication
4.1.4 Management representative	8.1 Operational planning and control
4.2 Governance of processes operated by other parties	6.3 Plan the service management system 7.6 Knowledge 8.2.3.1 The organization shall retain accountability for the requirements specified in this document and the delivery of the services regardless of which party is involved in performing activities to support the service lifecycle.
4.3 Documentation management	7.5 Documented information
4.3.1 Establish and maintain documents	6.2 Service management objectives and planning to achieve them 6.2.1 Establish objectives 6.2.2 Plan to achieve objectives 6.3 Plan the service management system 7.5.1 General 7.5.4 Service management system documented information 8.1 Operational planning and control
4.3.2 Control of documents	7.5.2 Creating and updating documented information 8.1 Operational planning and control 10.1.2 The organization shall retain documented information as evidence of: The organization shall retain documented information as evidence of: The organization shall retain documented information as evidence of: The organization shall retain documented information as evidence of:
4.3.3 Control of records	7.5.3 Control of documented information
4.4 Resource management	7.1 Resources 7.2 Competence 7.6 Knowledge
4.4.1 Provision of resources	6.1.1 When planning for the SMS, the organization shall consider 7.1 Resources 7.6 Knowledge
4.4.2 Human resources	7.2 Competence 7.3 Awareness 7.6 Knowledge
4.5 Establish and improve the SMS	9.1 Monitoring, measurement, analysis and evaluation 9.2.1 The organization shall conduct internal audits at planned intervals to provide information on whether the SMS: The organization shall conduct internal audits at planned intervals to provide information on whether the SMS: The organization shall conduct 9.3 Management review 10 Improvement

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ISO/IEC 20000-1:2011 Service management system requirements	ISO/IEC 20000-1:2018 Information technology Service management Part 1: Service management system requirements (DIRECT)
4.5.1 Define scope	4.3 Determining the scope of the service management system 6.3 Plan the service management system
4.5.2 Plan the SMS (Plan)	6.2.1 Establish objectives 6.2.2 Plan to achieve objectives 6.3 Plan the service management system
4.5.3 Implement and operate the SMS (Do)	8.1 Operational planning and control
4.5.4 Monitor and review the SMS (Check)	9.3 Management review 10.2 Continual improvement
4.5.4.1 General	9.2.1 The organization shall conduct internal audits at planned intervals to provide information on whether the SMS:The organization shall conduct internal audits at planned intervals to provide information on whether the SMS:The organization shall conduct 9.2.2 The organization shall: 9.3 Management review
4.5.4.2 Internal audit	9.2 Internal audit 9.2.1 The organization shall conduct internal audits at planned intervals to provide information on whether the SMS:The organization shall conduct internal audits at planned intervals to provide information on whether the SMS:The organization shall conduct 9.2.2 The organization shall: 10.1.1 When a nonconformity occurs, the organization shall: 10.1.2 The organization shall retain documented information as evidence of:The organization shall retain documented information as evidence of:The organization shall retain documented information as evidence of:The organization shall retain documented inf
4.5.4.3 Management review	6.1 Actions to address risks and opportunities 9.3 Management review 10.1.2 The organization shall retain documented information as evidence of:The organization shall retain documented information as evidence of:The organization shall retain documented information as evidence of:The organization shall retain documented inf
4.5.5 Maintain and improve the SMS (Act)	10 Improvement 10.1 Nonconformity and corrective action
4.5.5.1 General	6.1.1 When planning for the SMS, the organization shall consider 10.1.1 When a nonconformity occurs, the organization shall: 10.2 Continual improvement
4.5.5.2 Management of improvements	6.1 Actions to address risks and opportunities 6.1.1 When planning for the SMS, the organization shall consider 6.1.3 The organization shall plan: 10.2 Continual improvement
5 Design and transition of new or changed services	8.5.2 Service design and transition
5.1 General	6.1.3 The organization shall plan:
5.2 Plan new or changed services	6.1.3 The organization shall plan: 8.2.2 Plan the services 8.5.2.1 Plan new or changed services
5.3 Design and development of new or changed services	6.1.3 The organization shall plan: 8.2.2 Plan the services 8.5.2.2 Design 8.5.2.3 Build and transition
5.4 Transition of new or changed services	6.1.3 The organization shall plan: 8.2.2 Plan the services 8.5.2.3 Build and transition
6 Service delivery processes	8.2.3.1 The organization shall retain accountability for the requirements specified in this document and the delivery of the services regardless of which party is involved in performing activities to support the service lifecycle.
6.1 Service level management	6.1.2 The organization shall determine and document: 8.2.1 Service delivery 8.2.3.2 The organization shall define and apply relevant controls for other parties from

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	the following: The organization shall define and apply relevant controls for other parties from the following: The organization shall define and apply relevant controls 8.2.4 Service catalogue management 8.3.3 Service level management
6.2 Service reporting	6.1.2 The organization shall determine and document: 6.3 Plan the service management system 8.1 Operational planning and control 9.1 Monitoring, measurement, analysis and evaluation 9.4 Service reporting
6.3 Service continuity and availability management	8.7 Service assurance
6.3.1 Service continuity and availability requirements	6.1 Actions to address risks and opportunities 6.1.2 The organization shall determine and document: 8.7.1 Service availability management 8.7.2 Service continuity management
6.3.2 Service continuity and availability plans	6.1.2 The organization shall determine and document: 8.7.1 Service availability management
6.3.3 Service continuity and availability monitoring and testing	6.1.2 The organization shall determine and document: 8.7.1 Service availability management
6.4 Budgeting and accounting for services	8.4.1 Budgeting and accounting for services
6.5 Capacity management	8.4.3 Capacity management 8.5 Service design, build and transition
6.6 Information security management	8.7.3 Information security management
6.6.1 Information security policy	6.1 Actions to address risks and opportunities 6.1.2 The organization shall determine and document: 6.3 Plan the service management system 8.7.3.1 Information security policy
6.6.2 Information security controls	6.1 Actions to address risks and opportunities 6.1.2 The organization shall determine and document: 8.7.3.2 Information security controls
6.6.3 Information security changes and incidents	6.1 Actions to address risks and opportunities 6.1.2 The organization shall determine and document: 8.7.3.3 Information security incidents
7 Relationship processes	8.3.4 Supplier management
7.1 Business relationship management	8.2.3 Control of parties involved in the service lifecycle 8.3.2 Business relationship management 8.3.4.2 Management of internal suppliers and customers acting as a supplier 8.4 Supply and demand 8.4.2 Demand management
7.2 Supplier management	8.2.3 Control of parties involved in the service lifecycle 8.3.4.1 Management of external suppliers 8.4 Supply and demand 8.4.2 Demand management
8 Resolution processes	8.6 Resolution and fulfilment
8.1 Incident and service request management	6.1.3 The organization shall plan: 8.6.1 Incident management 8.6.2 Service request management
8.2 Problem management	6.1.3 The organization shall plan: 8.6.3 Problem management
9.1 Configuration management	8.2.5 Asset management 8.2.6 Configuration management
9.2 Change management	6.1 Actions to address risks and opportunities 8.1 Operational planning and control 8.5.1 Change management 8.5.1.1 Change management policy 8.5.1.2 Change management initiation 8.5.1.3 Change management activities
9.3 Release and deployment management	8.5.3 Release and deployment management