Mapping Report

Unattested Report



Powered by C2CSmartCompliance

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

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2 Normative references 3 Terms and definitions 3 Terms and definitions 4 Service management system general requirements 4.1 Management responsibility 7 Support of the service management system 7.5 Support of the service management system 4.1.1 Management commitment 5.1 Leadership and commitment 6.1 Actives to software sides and opportunities 9.3 Management review 4.1.2 Service management policy 5.2 Policy 5.2 Policy 5.2 Policy 5.3 Management review 4.1.3 Authority, responsibility and communication 5.2 Communication pits switches and authorities 7.4 Communication pits of the service management policy 4.1.4 Management representative 4.2 Governance of processes operated by other parties 6.3 Plan the service management system 7.6 Knockedge 8.2.3 The organization shall retain accountability for the requirements specified in this document and the delivery of the services regardess of which party is involved in porterning activities to support the services regardess of which party is involved in porterning activities to support the services regardess of validing party is involved in porterning activities to support the services regardess of validing party is involved in porterning activities to support the services regardess of validing party is involved in porterning activities to support the services regardess of validing party is involved in porterning activities to support the services regardess of validing party is involved in porterning activities to support the services regardess of validing party is involved in porterning activities to support the services regardess of validing party is involved in porterning activities to support the services regardess of validing party is involved in porterning activities to support the services regardess of validing party is involved in porterning activities to support the services regardess of validing party is involved in porterning activities to support the services and planning to schewe them 6.2.2 Februaria activities and planning to schewe them 6.2.2 Februaria activit	ISO/IEC 20000-1:2011 Service management system requirements	Part 1: Service management system requirements (DIRECT)
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10 Improvement		9.3 Management review
		10 Improvement

Mapping Report

Unattested Report



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ISO/IEC 20000 4:2044 Service management ovotem requirement	ISO/IEC 20000-1:2018 Information technology Service management
ISO/IEC 20000-1:2011 Service management system requirements	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
	conduc
	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
	conduc
	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
4.5.4.5 management review	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
4.5.5 maintain and improve the one (Act)	10.1 Nonconformity and corrective action
4.5.5.1 General	6.1.1 When planning for the SMS, the organization shall consider
4.0.9.1 Golloral	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
4.5.5.2 management of improvements	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 5.2 Plan new or changed services	6.1.3 The organization shall plan:
5.2 Flair flew of changed services	6.1.3 The organization shall plan: 8.2.2 Plan the services
5.2 Decima and development of new or changed convices	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
E 4 Transition of new or shanged services	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
C Camilaa daliisams maaa	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:
6.1 Service level management	6.1.2 The organization shall determine and document: 8.2.1 Service delivery

Mapping Report

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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)
	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	6.1.2 The organization shall determine and document:
testing	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
or departy 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
old. I illustrication decarity policy	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
0.0.2 information security controls	6.1.2 The organization shall determine and document:
6.6.3 Information security changes and incidents	8.7.3.2 Information security controls 6.1 Actions to address risks and expertunities
0.0.3 Illiorniation 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
7.1 Business relationship management	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
7.2. Supplier management	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
O Decelution muccesses	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