

Mapping Report

Unattested Report



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Source Tree:

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

Target Trees to compare with:

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

Workspace: Master ISO 20000 Workspace

ISO/IEC 20000-1:2018 Information technology Service management Part 1: Service management system requirements	ISO/IEC 20000-1:2011 Service management system requirements (DIRECT)
ISO/IEC 20000-1:2018 Information technology Service management Part 1: Service management system requirements	
1 Scope	1 Scope
1.1 General	
1.2 Application	
2 Normative references	2 Normative references
3 Terms and definitions - Omitted form Mapping	3 Terms and definitions
4 Context of the organization	
4.1 Understanding the organization and its context	
4.2 Understanding the needs and expectations of interested parties	
4.3 Determining the scope of the service management system	4.5.1 Define scope
4.4 Service management system	4 Service management system general requirements
5 Leadership	
5.1 Leadership and commitment	4.1.1 Management commitment
5.2 Policy	4.1.2 Service management policy
5.2.1 Establishing the service management policy	4.1.2 Service management policy
5.2.2 Communicating the service management policy	4.1.3 Authority, responsibility and communication
5.3 Organizational roles, responsibilities and authorities	4.1.3 Authority, responsibility and communication
6 Planning	
6.1 Actions to address risks and opportunities	4.1.1 Management commitment 4.5.4.3 Management review 4.5.5.2 Management of improvements 6.3.1 Service continuity and availability requirements 6.6.1 Information security policy 6.6.2 Information security controls 6.6.3 Information security changes and incidents 9.2 Change management
6.1.1 When planning for the SMS, the organization shall consider	4.4.1 Provision of resources 4.5.5.1 General 4.5.5.2 Management of improvements
6.1.2 The organization shall determine and document:	6.1 Service level management 6.2 Service reporting 6.3.1 Service continuity and availability requirements 6.3.2 Service continuity and availability plans 6.3.3 Service continuity and availability monitoring and testing 6.6.1 Information security policy 6.6.2 Information security controls 6.6.3 Information security changes and incidents
6.1.3 The organization shall plan:	4.5.5.2 Management of improvements 5.1 General 5.2 Plan new or changed services 5.3 Design and development of new or changed services 5.4 Transition of new or changed services 8.1 Incident and service request management 8.2 Problem management
6.2 Service management objectives and planning to achieve them	4.3.1 Establish and maintain documents
6.2.1 Establish objectives	4.3.1 Establish and maintain documents

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	4.5.2 Plan the SMS (Plan)
6.2.2 Plan to achieve objectives	4.3.1 Establish and maintain documents 4.5.2 Plan the SMS (Plan)
6.3 Plan the service management system	4.2 Governance of processes operated by other parties 4.3.1 Establish and maintain documents 4.5.1 Define scope 4.5.2 Plan the SMS (Plan) 6.2 Service reporting 6.6.1 Information security policy
7 Support of the service management system	4 Service management system general requirements
7.1 Resources	4.1 Management responsibility 4.4 Resource management 4.4.1 Provision of resources
7.2 Competence	4.4 Resource management 4.4.2 Human resources
7.3 Awareness	4.4.2 Human resources
7.4 Communication	4.1.3 Authority, responsibility and communication
7.5 Documented information	4.3 Documentation management
7.5.1 General	4.3.1 Establish and maintain documents
7.5.2 Creating and updating documented information	4.3.2 Control of documents
7.5.3 Control of documented information	4.3.3 Control of records
7.5.4 Service management system documented information	4.3.1 Establish and maintain documents
7.6 Knowledge	4.2 Governance of processes operated by other parties 4.4 Resource management 4.4.1 Provision of resources 4.4.2 Human resources
8 Operation of the service management system	
8.1 Operational planning and control	4.1.4 Management representative 4.3.1 Establish and maintain documents 4.3.2 Control of documents 4.5.3 Implement and operate the SMS (Do) 6.2 Service reporting 9.2 Change management
8.2 Service portfolio	
8.2.1 Service delivery	6.1 Service level management
8.2.2 Plan the services	5.2 Plan new or changed services 5.3 Design and development of new or changed services 5.4 Transition of new or changed services
8.2.3 Control of parties involved in the service lifecycle	7.1 Business relationship management 7.2 Supplier management
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.	4.2 Governance of processes operated by other parties 6 Service delivery processes
8.2.3.2 The organization shall define and apply relevant controls for other parties from the following: The organization shall define and apply relevant controls for other parties from the following: The organization shall define and apply relevant controls	6.1 Service level management
8.2.4 Service catalogue management	6.1 Service level management
8.2.5 Asset management	9.1 Configuration management
8.2.6 Configuration management	9.1 Configuration management
8.3 Relationship and agreement	
8.3.1 General	
8.3.2 Business relationship management	7.1 Business relationship management
8.3.3 Service level management	6.1 Service level management
8.3.4 Supplier management	7 Relationship processes
8.3.4.1 Management of external suppliers	7.2 Supplier management

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8.3.4.2 Management of internal suppliers and customers acting as a supplier	7.1 Business relationship management
8.4 Supply and demand	7.1 Business relationship management 7.2 Supplier management
8.4.1 Budgeting and accounting for services	6.4 Budgeting and accounting for services
8.4.2 Demand management	7.1 Business relationship management 7.2 Supplier management
8.4.3 Capacity management	6.5 Capacity management
8.5 Service design, build and transition	6.5 Capacity management
8.5.1 Change management	9.2 Change management
8.5.1.1 Change management policy	9.2 Change management
8.5.1.2 Change management initiation	9.2 Change management
8.5.1.3 Change management activities	9.2 Change management
8.5.2 Service design and transition	5 Design and transition of new or changed services
8.5.2.1 Plan new or changed services	5.2 Plan new or changed services
8.5.2.2 Design	5.3 Design and development of new or changed services
8.5.2.3 Build and transition	5.3 Design and development of new or changed services 5.4 Transition of new or changed services
8.5.3 Release and deployment management	9.3 Release and deployment management
8.6 Resolution and fulfilment	8 Resolution processes
8.6.1 Incident management	8.1 Incident and service request management
8.6.2 Service request management	8.1 Incident and service request management
8.6.3 Problem management	8.2 Problem management
8.7 Service assurance	6.3 Service continuity and availability management
8.7.1 Service availability management	6.3.1 Service continuity and availability requirements 6.3.2 Service continuity and availability plans 6.3.3 Service continuity and availability monitoring and testing
8.7.2 Service continuity management	6.3.1 Service continuity and availability requirements
8.7.3 Information security management	6.6 Information security management
8.7.3.1 Information security policy	6.6.1 Information security policy
8.7.3.2 Information security controls	6.6.2 Information security controls
8.7.3.3 Information security incidents	6.6.3 Information security changes and incidents
9 Performance evaluation	
9.1 Monitoring, measurement, analysis and evaluation	4.5 Establish and improve the SMS 6.2 Service reporting
9.2 Internal audit	4.5.4.2 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	4.5 Establish and improve the SMS 4.5.4.1 General 4.5.4.2 Internal audit
9.2.2 The organization shall:	4.5.4.1 General 4.5.4.2 Internal audit
9.3 Management review	4.1.1 Management commitment 4.5 Establish and improve the SMS 4.5.4 Monitor and review the SMS (Check) 4.5.4.1 General 4.5.4.3 Management review
9.4 Service reporting	6.2 Service reporting
10 Improvement	4.5 Establish and improve the SMS 4.5.5 Maintain and improve the SMS (Act)
10.1 Nonconformity and corrective action	4.5.5 Maintain and improve the SMS (Act)
10.1.1 When a nonconformity occurs, the organization shall:	4.5.4.2 Internal audit 4.5.5.1 General
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	4.3.2 Control of documents 4.5.4.2 Internal audit 4.5.4.3 Management review

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shall retain documented inf	
10.2 Continual improvement	4.5.4 Monitor and review the SMS (Check) 4.5.5.1 General 4.5.5.2 Management of improvements
Bibliography	
<s3>[1] ISO 9000, Quality management systems Fundamentals and vocabulary [2] ISO 9001, Quality management systems Requirements </s3>	