

ISO/IEC 20000

Service Management System Norm



1980
IBM ISMA
 (Information Systems Management Architecture)
 Volume I: "A Management System for the Information Business."

Initiation - CCTA (Central Computer and Telecommunications Agency):
 A Framework for Efficient and Financially responsible use of IT

GITMM:
 Government IT Infrastructure Management Method > Service Support and Delivery

GITMM -> ITIL
Published:
 - SLM
 - Help Desk (IM)
 - Contingency
 - Change Manag.

Published:
 - Problem M.
 - Configuration M.
 - Cost Management

ITIL V2 Service Support Published
CCTA merges to OGC (Office for Government Commerce)

ITIL V2 Service Delivery published

BSI update: DISC PD 0005:1998
 Code of Practice for ITSM

BSI published DISC PD 0005:1995
 Code of Practice for ITSM

BS 15000:2000 Specification for IT Service Management
PD 0015:2000 Self-assessment workbook

BS 15000-1:2002 ITSM Specification for SM
PD 0015:2002

BS 15000-2:2003 ITSM Code of Practice for SM
PD 0005:2003 Guide to Management of ITSM

ISO/IEC 20000-1:2005 ITSM Specification
ISO/IEC 20000-2:2005 ITSM Code of Practice

V3 works start

ITIL V3 published:
 Service Strategy
 Service Design
 Service Transition
 Service Operation
 Continual Service Improvement

ISO/IEC 20000-3:2009 Guidance on scope definition and applicability

ISO/IEC TR 20000-4:2010 Process reference model
ISO/IEC TR 20000-5:2010 Exemplar implementation plan for ISO/IEC 20000-1

ISO/IEC 20000-1:2011 System requirements

ITIL 2011 published

Axelos

ISO/IEC 20000-2:2012 Guidance on the application of service management systems

ISO/IEC 20000-3:2012 Guidance on scope definition and applicability

ISO/IEC 20000-10:2013 Concepts and terminology

ISO/IEC 20000-3:20123 Exemplar implementation plan

ITIL

Information Technology Infrastructure Library