

Features throughout the model documents:

- a. Comprehensive coverage of the requirements of every clause of both standards.
- b. Internal cross-referencing (because many individual procedures deliver compliance with more than one clause of the standard, or have to be interoperable).
- c. Version-control in line with ISO version control requirements.
- d. Status control – enforcing ‘uncontrolled’ status for print offs.
- e. Detailed, step-by-step guidance on how to use the model documents – including internal comments, footnotes and guidance.
- f. Simple to use – entirely Microsoft Word based.
- g. Designed to be customised and adapted for your organization and your legal jurisdiction.

ProjectTools

ISO20000 Implementation Manager
ISO20000 Gap Analysis and Audit Tool
PDCA Cycle and Documentation Pyramid
The ITSMS Overview

Blank Templates

Basic Checklist Template
Basic Meeting Agenda Template
Basic Meeting Minutes Template
Basic Process Template
Basic Schedule Template
Basic Service Level Agreement Template
Basic Work Instruction Template
Meeting Agenda Template Initial Board Meeting
Meeting Agenda Template Second Board Meeting
Meeting Minutes Template Initial Board Meeting v2
Meeting Minutes Template Second Board Meeting v2

Section4: Service management system general requirements

ITSMS DOC 1 Protection and Control of ITSMS Documentation
ITSMS DOC 2 Control of Records
ITSMS DOC 4.1 Service Management Plan
ITSMS DOC 4.1.2 Service Management Policy
ITSMS DOC 4.1.2.1 Information Security Policy
ITSMS DOC 4.1.3.1 Availability Manager Template

IT Governance

ITSMS DOC 4.1.3.2 Business Relationship Manager Template
ITSMS DOC 4.1.3.3 Capacity Manager Template
ITSMS DOC 4.1.3.4 Change Manager Template
ITSMS DOC 4.1.3.5 Configuration Manager Template
ITSMS DOC 4.1.3.6 Continuity Manager Template
ITSMS DOC 4.1.3.7 Budgeting and Accounting Manager Template
ITSMS DOC 4.1.3.8 Incident Manager Template
ITSMS DOC 4.1.3.9 Problem Manager Template
ITSMS DOC 4.1.3.10 Release Manager Template
ITSMS DOC 4.1.3.11 Security Manager Template
ITSMS DOC 4.1.3.12 Service Level Manager Template
ITSMS DOC 4.1.3.13 Service Report Manager Template
ITSMS DOC 4.1.3.14 Supplier Manager Template
ITSMS DOC 4.5.4.2 Internal Audit
ITSMS DOC 4.5.4.3 Management Review of Service Management Policy
ITSMS DOC 4.5.5.1 Service Improvement Policy Template
ITSMS DOC 4.5.5.2 Service Improvement Plan Template
ITSMS DOC MS-2 Corrective and Preventive Action
ITSMS REC MS-1A Audit Schedule
ITSMS REC MS-2A Internal Audit Report Lead Sheet
ITSMS REC MS-3A Non-Conformance Report
ITSMS REC MS-4A Non-Conformance Report Log

Section 5: Design and transition of new or changed services

ITSMS DOC 5 New Service Proposal Template
ITSMS DOC 5.1 Service Acceptance Criteria Template

Section 6: Service delivery processes

ITSMS DOC 6.1.1 Service Catalogue Template
ITSMS DOC 6.1.2.1 Service Level Agreement Template
ITSMS DOC 6.1.2.2 Operational Level Agreement Template
ITSMS DOC 6.1.3 Service Level Management Process Template
ITSMS DOC 6.1.4 Underpinning Contract Template
ITSMS DOC 6.2 Service Reporting Process Template
ITSMS DOC 6.2.1 Service Reporting Policy
ITSMS DOC 6.2.3 Key Performance Indicators Template
ITSMS DOC 6.3.1 Service Continuity Management Process Template
ITSMS DOC 6.3.2 Service Availability Management Process Template
ITSMS DOC 6.3.3 Availability Plan Template
ITSMS DOC 6.3.4 Business Impact Analysis Template
ITSMS DOC 6.3.5 Service Continuity Plan
ITSMS DOC 6.3.6 Service Continuity Planning
ITSMS DOC 6.3.7 Service Continuity Risk Assessment

IT Governance

ITSMS DOC 6.3.8 Service Continuity Testing
ITSMS DOC 6.4 Budgeting and Accounting for IT services Management Process Template
ITSMS DOC 6.4.1 Accounting Policy
ITSMS DOC 6.5 Capacity Management Process Template
ITSMS DOC 6.5.1 Capacity Plan Template
ITSMS DOC 6.6 Security Management Process Template

Section 7: Service delivery processes

ITSMS DOC 7.2 Business Relationship Management Process Template
ITSMS DOC 7.3 Supplier Management Process Template

Section 8: Resolution processes

ITSMS DOC 8.2 Incident Management Process Template
ITSMS DOC 8.3 Problem Management Process Template

Section 9: Control processes

ITSMS DOC 9.1 Configuration Management Process Template
ITSMS DOC 9.1.1 CMDB Audit Plan
ITSMS DOC 9.1.2 Configuration Management Plan Template
ITSMS DOC 9.1.3 Asset Inventory & Ownership
ITSMS DOC 9.2 Change Management Process Template
ITSMS REC 9.2.1 Change Request
ITSMS REC 9.2.2 Log of Change Requests
ITSMS DOC 9.3 Release Management Process Template
ITSMS DOC 9.3.1 Release Policy Template
ITSMS REC MS-1A CMDB Audit Schedule
ITSMS REC MS-2A CMDB Audit Report Lead Sheet
ITSMS REC MS-3A Non-Conformance Report
ITSMS REC MS-4A Non-Conformance Report Log

Other Documents

Copyright License Agreement
ISO20000 Documentation Toolkit User Instructions
ISO20000 Toolkit Contents

ISO 20000 DOCUMENTATION

Document Control
Reference: ITSMS DOC
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Issue Date: August 2011
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Change History Record

Issue	Description of Change	Date of Issue
1	Initial issue.	1 February 2011