

ISO 20000 Documentation Toolkit

Note: ISO20000 documentation should preferably be implemented in the order in which it is listed here.

Number in the package	Document name	Relevant clauses in the ISO 20000 Standard	Mandatory according to ISO 20000
0.	Procedure for Document and Record Control	4.3.2 and 4.3.3	✓
1.	Project Plan		
2.	SMS Policy	4.3.1.; 4.1.1.a), 4.1.2, 4.1.4	✓
3.	SMS Plan	4.1.1, 4.1.4, 4.2, 4.3.1, 4.4.1, 4.4.2, 4.5.1, 4.5.2, 4.5.3, 5.3.h), 6.2	✓
3.1.	Appendix 1 List of Services	4.5.2.f), 7.1	✓
3.2.	Appendix 2 Training and Awareness Plan	4.4.2, 4.5.2.l)	✓
4	Service Management Processes and Functions		
4.1.	Design and Transition of New or Changed Services Process	4.3.1, 5.1, 5.3.a), 5.3.b), 5.3.c), 5.2.b)	✓
4.1.1.	Appendix_1_SAC Template	5.4, 5.2.i)	✓
4.1.2.	Appendix_2_Service Design Package	5.1, 5.3.c), 5.3.d), 5.2	✓
4.1.3.	Appendix_3_Test Plan	5.2.h), 5.4	✓
4.2.	Service Delivery Processes		
4.2.1.	Service Level Management Process	4.3.1, 5.3.i); 6.1, 5.3.j)	✓
4.2.1.1.	Appendix 1 SLA Template	6.1, 8.1	✓
4.2.1.2.	Appendix 2 OLA Template	6.1	✓

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4.2.1.3.	Appendix 3 Service Report Template	6.1	✓
4.2.1.4.	Appendix 4 Customer Agreement Portfolio	6.1	
4.2.1.5.	Appendix 5 Service Level Requirements	5.2, 6.1	✓
4.2.1.6.	Appendix 6 Service Catalogue Template	6.1	✓
4.2.2.	Service Continuity and Availability Management process	4.3.1, 6.3.1 6.3.2, 6.3.3	✓
4.2.2.1.	Appendix 1 IT Service Continuity Plan	6.2, 6.3.1, 6.3.2, 6.3.3	✓
4.2.2.2.	Appendix 2 Business Impact Analysis and Recovery	6.3.1, 6.3.2, 6.3.3	
4.2.2.3.	Appendix 3 Risk Assessment and Treatment	6.3.1, 6.3.2, 6.3.3	✓
4.2.2.4.	Appendix 4 IT Service Continuity Plan Test and Review Report	6.3.1, 6.3.2, 6.3.3	✓
4.2.2.5.	Appendix 5 Availability measurement report	6.3.3	✓
4.2.2.6.	Appendix 6 Availability plan	6.3, 6.3.1, 6.3.2, 6.3.3	✓
4.2.3.	Budgeting and Accounting for Services Process	4.3.1, 6.4	✓
4.2.3.1.	Appendix 1 Budgeting and Controlling template	6.4	✓
4.2.4.	Capacity Management Process	4.3.1, 6.5	✓
4.2.4.1.	Appendix 1 Capacity Plan	6.5	✓

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4.2.4.2.	Appendix 2 Capacity Measurement Report	6.5	
4.2.5.	Information Security Management Process	4.3.1, 6.6.1, 6.6.2, 6.6.3	✓
4.2.5.1.	Information Security Policy	6.6.1, 6.6.2, 6.6.3	✓
4.3.	Relationship Processes		
4.3.1.	Business Relationship Management Process	4.3.1, 7.1	✓
4.3.1.1.	Appendix 1 Customer Portfolio	7.1	✓
4.3.1.2.	Appendix 2 Customer Complaint Report	6.2, 7.1	✓
4.3.1.3.	Appendix 3 Customer Satisfaction Survey	6.2, 7.1	
4.3.1.4.	Appendix 4 Service Performance Review Report Template	7.1	✓
4.3.2.	Supplier Management Process	4.3.1, 7.2	✓
4.3.2.1.	Appendix 1 Supplier Contract Template	7.2	✓
4.3.2.2.	Appendix 2 Supplier Performance Report Template	7.2	✓
4.3.2.3.	Appendix 3 Supplier Agreement Portfolio	7.2	
4.4.	Resolution Processes		
4.4.1.	Incident and Service Request Management Process	4.3.1, 8.1, 6.6.3	✓
4.4.1.1.	Appendix 1 Incident Catalogue Template	8.1, 6.6.3	

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4.4.1.2.	Appendix 2 Incident Record Template	8.1, 6.6.3	✓
4.4.1.3.	Appendix 3 Major Incident Report Template	8.1	
4.4.1.4.	Appendix 4 Service Request Catalogue Template	8.1	
4.4.1.5.	Appendix 5 Service Request Record Template	8.1	✓
4.4.2.	Problem Management Process	4.3.1, 8.2, 8.1	✓
4.4.2.1.	Appendix 1 Problem Catalogue Template	8.2	
4.4.2.2.	Appendix 2 Problem Record Template	8.2	✓
4.4.2.3.	Appendix 3 Known Error Record Template	8.2	✓
4.5.	Control Processes		
4.5.1.	Configuration Management Process	4.3.1, 9.1, 5.1	✓
4.5.1.1.	Appendix 1 CMDB	9.1	✓
4.5.2.	Change Management Process	4.3.1, 4.3.2.d), 5.1, 5.2, 5.3, 5.4, 6.1, 6.2, 6.3.2, 6.4, 6.5, 6.6.3, 7.1, 7.2, 8.2, 9.1, 9.1.g), 9.2, 9.3	✓
4.5.2.1.	Change Management Policy	4.3.2.d), 5.1, 5.2, 5.3, 5.4, 6.1, 6.2, 6.3.2, 6.4, 6.5, 6.6.3, 7.1, 7.2, 8.2, 9.1, 9.1.g), 9.2, 9.3	✓
4.5.2.2.	Appendix 1 Request for Change and Change Record	9.2	✓
4.5.2.3.	Appendix 2 Minutes of Meeting CAB	9.2	

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4.5.2.4.	Appendix 3 Change Schedule	9.2	
4.5.3.	Release and Deployment Management (RDM) Process	4.3.1, 5.3.a), 5.3.b), 5.3.k), 9.3	✓
4.5.3.1.	Appendix 1 Release and Deployment Planning	9.3	✓
4.5.3.2.	Appendix 2 Customer Release and Deployment Policy	9.3	✓
5.	Communication Procedure	4.1.2.e), 4.1.3.b)	✓
6.	Procedure for Internal Audit	4.5.4.1,4.5.4.2, 4.5.4.3,6.6.1, 6.6.2, 6.6.3	✓
6.1.	Appendix 1 Annual Internal Audit Program	4.5.4.1,4.5.4.2, 4.5.4.3,6.6.1, 6.6.2, 6.6.3	✓
6.2.	Appendix 2 Internal Audit Report	4.5.4.1,4.5.4.2, 4.5.4.3,6.6.1, 6.6.2, 6.6.3	✓
7	Management Review Minutes	4.5.4.3, 4.1.2	✓
8	Maintain and Improve SMS		
8.1.	Appendix 1 Service Improvement Plan	4.5.5.1, 4.5.5.2	✓
8.2.	Appendix 2 Corrective or Preventive Action Form	6.6.1., 6.6.2, 6.6.3, 4.5.5.1, 4.5.5.2	✓
8.3.	Continual Service Improvement Process	4.5.5.1, 4.5.5.2	✓