

[Organization logo]

[Organization name]

Commented [20A1]: All fields in this document marked by square brackets [] must be filled in.

SERVICE MANAGEMENT SYSTEM (SMS) SCOPE

Code:	
Version:	
Date of version:	
Created by:	
Approved by:	
Confidentiality level:	

Commented [20A2]: The document coding system should be in line with the organization's existing system for document coding; in case such a system is not in place, this line may be deleted.

Change history

Date	Version	Created by	Description of change
	0.1	20000Academy	Basic document template

Table of contents

- 1. PURPOSE, SCOPE AND USERS3**
- 2. REFERENCE DOCUMENTS3**
- 3. SERVICE MANAGEMENT SCOPE3**
 - 3.1 INTERNAL AND EXTERNAL ISSUES 3
 - 3.2 NEEDS AND EXPECTATIONS OF INTERESTED PARTIES..... 4
 - 3.3 SERVICES DELIVERED BY THE ORGANIZATION 4
 - 3.4 SCOPE DEFINITION 4
- 4. VALIDITY AND DOCUMENT MANAGEMENT.....4**

1. Purpose, scope and users

The aim of this document is to define the boundaries and applicability of the SMS and to establish its scope.

This document is applied to all roles, activities, processes, and documents included in the Service Management System (SMS).

Users of this document are all employees of [organization name] who are within the scope of the SMS (i.e., all employees that have been assigned a role within the SMS), as well as all external parties who have a role in the SMS.

Commented [20A3]: Please include the name of your company.

2. Reference documents

- ISO/IEC 20000-1:2018, clauses 4.1, 4.2, 4.3, and 7.5.4.a)
- SMS Policy
- SMS Plan
- All processes included within the SMS

Commented [20A4]: You can find a template for this document in the ISO 20000 Toolkit folder "03_SMS_Policy".

Commented [20A5]: You can find a template for this document in the ISO 20000 Toolkit folder "04_SMS_Plan".

3. Service Management Scope

3.1 Internal and external issues

purpose and strategic direction:

- [list]
- [list]
- statutory and [list]

Commented [20A6]: E.g. new sector technology, materials and equipment, patent expirations, professional code of ethics.

Commented [20A7]: E.g. competition, including the

Commented [20A8]: E.g. industry standards and regulations (e.g. PCI-DSS, HIPAA, GDPR, etc.).

Additionally, for determining the scope of the SMS, the following internal issues have been taken

- overall performance of the organization
- human aspects, such as competence of persons, organizational behavior, and culture
- making or organizational structure

Commented [20A9]: These are just some possible examples;

[organization name]

Because of the dynamic nature of internal and external issues, [Top Management] will review them

Commented [20A10]: E.g. CEO, CFO, CTO, CIO, managing director.

Commented [20A11]: Please modify this according to your company practices.

3.2 Needs and expectations of interested parties

The following interested parties are considered by management as being relevant to the SMS:

Name of the interested party	Requirements
Customers	
Regulators	

Commented [20A12]:

Commented [20A13]: These are just examples; please change this information according to your company practices.

Because of the dynamic nature of interested parties, [Top Management] will review the list of

Commented [20A14]: E.g. CEO, CFO, CTO, CIO, managing director.

Commented [20A15]: Please adapt the frequency according to your company practices.

3.3 Services delivered by the organization

The complete list of services delivered by the organization, together with respective authorities and

Commented [20A16]: You can find templates for these documents in the ISO 20000 Toolkit folder "06_Service_Portfolio_Processes/06.1_Service_Catalog_Management".

3.4 Scope definition

The parameters used for the scope of the SMS are location, customers, customer location, and

Commented [20A17]: If the SMS is not applied to the entire

Commented [20A18]: If all services included in the Service

3.4.1. Location

The following locations of [organization name] are within the scope of the SMS: [Location(s)]

Commented [20A19]: List all locations from which services are delivered. Avoid ambiguity by providing the address of each location.

3.4.3. Technology

Commented [20A20]: Devices not owned by the company, for

4. Validity and document management

This document is valid as of [date].

Commented [20A21]: Please insert the appropriate job title according to your organization practices, e.g.: CEO, CIO, IT Director, IT Manager, etc.

The owner of this document is [job title], who must check and, if necessary, update the document at least once a year. Before review of this plan, plans for processes within the scope of the SMS must be reviewed by [Job title].

Commented [20A22]: This is only a recommendation; adjust frequency as appropriate.

Commented [20A23]: Please insert the appropriate job title from the top management according to your organization practices, e.g.: CEO, CIO, IT Director, IT Manager, etc.

[organization name]

[Job title]

[Name]

[Signature]

[Signature]

Commented [20A24]: Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.