[Organization logo]

[Organization name]

SERVICE MANAGEMENT SYSTEM (SMS) PLAN

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

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Change history

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

Table of contents

1. Purpose, scope and users

The aim of this document is to define the scope, requirements, responsibilities and resources needed to run the services.

This document is applied to the entire Service Management System (SMS).

Users of this document are all employees of [organization name] who are within the scope of the SMS, as well as all external parties who have a role in the SMS.

2. Reference documents

- ISO/IEC 20000-1:2018, clauses 5.1.b), 5.3, 6.3, 7.1, 7.2, 7.5.4.c), 8.2.3.1, 9.4
- SMS Policy
- SMS Scope
- Risk Management Policy
- Procedure for Document and Record Control
- Procedure for Internal Audit
- Management Review Minutes
- Business Relationship Management Process
- Capacity Management Process
- Service Continuity Management Process
- Service Level Management Process
- Budgeting and Accounting for Services Process
- Supplier Management Process
- Service Design and Transition Process

3. Service Management Plan

3.1 Objectives

[job title] defines measurable and timed SMS objectives for the relevant functions and levels within the organization. The objectives are monitored by [job title] in the context of monitoring and measurement and management review.

Quality objectives are consistent with the SMS Policy and prescribed to all levels and functions in [organization name], taking into account applicable requirements, relevance to conformity of products and services, and enhancement of customer satisfaction.

General objectives of the Service Management System are to:

- Improve the customer & user experience by decreasing the number of complaints by 5% in the next year

- Reduce the number of incidents by 10% in the next year
- Reduce the number of failed IT changes by 10% in the next year

3.2   Service requirements

[Job title] is responsible for documenting and maintaining customer service requirements in the Service Level Requirements (as described in the Service Level Management Process. In addition to defined service requirements, services within the scope of the SMS must comply with other management systems of the [organization name]:

- [Quality Management System]
- [Information Security Management System]
- [...]

3.3   Limitations

The following limitations impact the SMS:

[List all known limitations]

3.4   Policies, standards, statutory and regulatory requirements and contractual obligations

The SMS plan must reference the following policies, standards and requirements:

- List all policies and why these apply to the SMS and the services
  - [link]
- List all standards and why these apply to the SMS and the services
  - [link]
- List all statutory and regulatory requirements and why these apply to the SMS and the services
  - [link]
- List all contractual obligations and why these apply to the SMS and the services
  - [see Customer Agreement Portfolio in Appendix of Service Level Management Process]

[Job title] must communicate any changes in policies, standards, and statutory, regulatory, and contractual requirements to all employees in the scope of the SMS as soon as they are known.

3.5   Management roles, authorities and responsibilities

The framework of authorities, responsibilities and process roles is defined in the process documents.

[Job title] defines authorities and responsibilities for services and includes them in the List of Services.

Announcements of role changes made for the SMS will be communicated by [job title] to all employees in the scope of the SMS, at the latest, one week prior to the change.

3.6   Resources necessary to achieve the service management objectives

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Process documents within the scope of the SMS define resources that are required. Additionally, to define, implement and maintain the SMS, the following human resources are needed:

Role	Description
[role description]	• Establish and communicate the scope, policy and objectives for service management
[role description]	• Ensure that activities are performed to identify, document and fulfill service requirements
[role description]	• Prepares the Training and Awareness Plan

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Competency requirements for roles within the scope of the SMS are defined by [Process Manager of particular process in scope of SMS].

Technical resources needed to support the SMS are defined in the Capacity Plan.

Financial resources needed to support the SMS are defined within the scope of the Budgeting and Accounting for Service Process.

Informational resources needed to support the SMS are defined in the SMS documents and records.

3.7 Processes operated by other parties

Processes operated by third parties are activities where the company defines the rules, steps, criteria, metrics, and other elements that need to be executed by a third party under the control of the company.

[Job title] is responsible for maintaining, updating, and reviewing annually the List of Processes Operated by Third Parties.

The framework of authorities, responsibilities and process roles is defined in the respective process documents.

Any third parties that partially or completely operate processes within the scope of the SMS will use the procedures agreed by the organization.

Process managers for those processes which are, in whole or in part, operated by a third party, are responsible to demonstrate governance by providing documents and records such as contracts (Operating Level Agreements for internal parties and Underpinning Contracts for external parties), Minutes of Meeting, Supplier Performance Reports, and procedure descriptions.

Where a supplier is operating a process or part of a process, the organization will manage the relationship with that supplier through the Supplier Management Process.

Where internal suppliers, or customers that also act as suppliers, operate processes or parts of processes, the organization will manage those internal suppliers or customers through the Service Level Management Process.

None of the processes within the scope of the SMS are currently operated by other parties.

3.8 Risk Management

The risk management approach, together with risk acceptance criteria, roles, and responsibilities are documented in the Risk Management Policy.

3.9 Internal Audit

The internal audit is described in the Procedure for Internal Audit.

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Commented [20A41]: E.g. Incident Management, Problem Management, etc. performed by a third party.

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3.10   Technology support

[Organization name] use ~~[text]~~ to support the SMS.

3.11   Measurement and reporting

The effectiveness of the SMS is measured:

- on a process level
- ~~by internal audit~~
- ~~by external audit~~
- ~~by Management Review of SMS goals achievement~~

Every process within the scope of the SMS has defined Key Performance Indicators (KPI) and Critical Success Factors (CSF). Responsibility to define KPIs and CSFs for processes within the scope of the SMS is defined in the process itself.

~~Process Managers are responsible for ensuring that measurements inside processes under their responsibility are carried out.~~

Process Managers are responsible for producing reports as defined in each process.

~~Process Managers are responsible to make decisions and take actions based on the findings in service reports. The agreed actions shall be communicated to everyone involved in the measured process, i.e. activity.~~

3.12   Management review

[Job title] organizes management review meetings ~~[once a year]~~ ~~to check the ability of the SMS and the services to achieve service management objectives and fulfil service requirements. After each management review meeting, [job title] records the Management Review Minutes.~~

3.13   Changes

Changes to the SMS are initiated by [Job title] approved by [Job title] and carried out through the Change Management Process.

4.   Validity and document management

This document is valid as of [date].

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].

5.   Appendices

- Appendix 1 – List of Processes Operated by Third Parties
- Appendix 2 – List of Services
- Appendix 3 – Training and Awareness Plan

[Job title]
[Name]

_____
[Signature]

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