



Management System			
<b>MR</b>	<b>Management Responsibility</b>	<b>POP CCC RRRR</b>	<u>P</u> olicy, <u>O</u> bjectives, <u>P</u> lan <u>C</u> ommunication, <u>C</u> ustomer Requirements, <u>C</u> ontinual Improvements <u>R</u> esources, <u>R</u> isks, <u>R</u> eviews, <u>R</u> esponsible member of Snr. Management
<b>DR</b>	<b>Documentation Requirements</b>	<b>PPPP SLAs Records</b>	<u>P</u> olicies, <u>P</u> lans, <u>P</u> rocesses, <u>P</u> rocedures Service Level Agreements and Documents
<b>CAT</b>	<b>Competence, Awareness, Training</b>	Roles & Responsibilities required ← Reviewed & Managed → Training Responsible Senior Manager communicates to All Employees Plans and records to meet Competence requirements	

**Planning and Implementing Service Management (PISM)**

**PDCA** Plan → Do → Check → Act

**Planning and Implementing New and Changed Services (PINCS)**

Proposals; Plan Implementation; Acceptance by Provider before implementation; Report Outcome; PIR  
Details of contents of a Plan

**ISO 20000 Processes**

**Service Delivery Processes (6)**

- |                                                                                                                               |                                                                                                       |                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Capacity Management</li> <li>Service Continuity and Availability Management</li> </ul> | <ul style="list-style-type: none"> <li>Service Level Management</li> <li>Service Reporting</li> </ul> | <ul style="list-style-type: none"> <li>Information Security Management</li> <li>Budgeting &amp; Accounting for IT services</li> </ul> |
|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|

**Control Processes**

**Release Processes**

- Release Management

- Change Management
- Configuration Management

**Resolution Processes**

- Incident Management
- Problem Management

**Relationship Management Processes**

- Business Relationship Management
- Supplier Management

**Process Governance of processes when using suppliers (Management Control)**

(Must be able to demonstrate “A DIM I” to gain Certification)

<b>A</b>	<u>A</u> ccountability	Accountability for processes & authority to require adherence e.g. for information security policy
<b>DI</b>	<u>D</u> efinition & <u>I</u> nterfaces	Controlling definition of processes & interfacing of processes
<b>M</b>	<u>M</u> etrics	Definition & measurement of metrics of performance & compliance
<b>I</b>	<u>I</u> mprovements	Controlling planning & prioritisation of process improvements

**Similarities/Differences between Part 1 and Part 2**

Part 1	Part 2
Uses “shall”	Uses “should”
Mandatory for Certification	Recommended
Sections use same numbering scheme and section names	
Same objective for each process	
Contains Glossary	Refers to the Glossary in Part 1
2005	
16pp	34pp