

ISO standards for IT Service Management

Each standard is linked to a website providing overview information about the standard. Standards are officially titled ISO/IEC but ISO is used for convenience here.

NB: freely downloadable ISO standards are not available. “People *shall* buy ISO standards” as ISO would say; i.e. they are not freely available and must be purchased e.g. [BSI Shop](#) However, the webstore at IEC has freely downloadable previews of many standards. <http://webstore.iec.ch/>

Standard Number	Topic	Date of Part 1	Notes
ISO 15504	Process Assessment	2004	Maturity model approach (often called SPICE). Competes with and not as adopted as CMMI but that will change now COBIT 5 uses ISO 15504-2 as its Process Capability Model (PCM). ISO 20000 is planning to use ISO 15504, too.
ISO 16350	Application management.	2015	Based on the framework Applications Systems Library (ASL 2).
ISO 19770	Software asset management	2006	Covers policies processes and procedures required for software asset management (SAM).
ISO 20000	IT Service management	2011	Part 2 (ISO 20000-2: 2012) now available. Aligns with Part 1.
ISO 22301	Business Continuity Management	2012	Was formerly BS 25999-2 which it now replaces. It applies to all organisations.
ISO 24762	IT Disaster Recovery	2008	Guidelines for information and communications technology disaster recovery services.
ISO 27000 series (27001 – 27006)	Information Security management	2013 (27001)	Others 27007 upwards planned. 27013 available since Oct 2012. It links ISO 27000 to ISO 20000 – mutual implementation guidance.
ISO 31000	Risk management	2009	All sectors – not just IT. ISO/TR 31004:2013 is Implementing ISO 31000
ISO 38500	Governance of IT for organisations	2015	Targeted at Board members and therefore really readable for ITSM professionals.