

ISO/IEC 20000-2018 Wallchart

Key processes and components that will help you on the journey to certification

SERVICE MANAGEMENT SYSTEM

SUPPORT OF THE SERVICE MANAGEMENT SYSTEM



OPERATION OF THE SERVICE MANAGEMENT SYSTEM

Context of the Organisation
- Understand
- Determine Scope
- Establish SMS

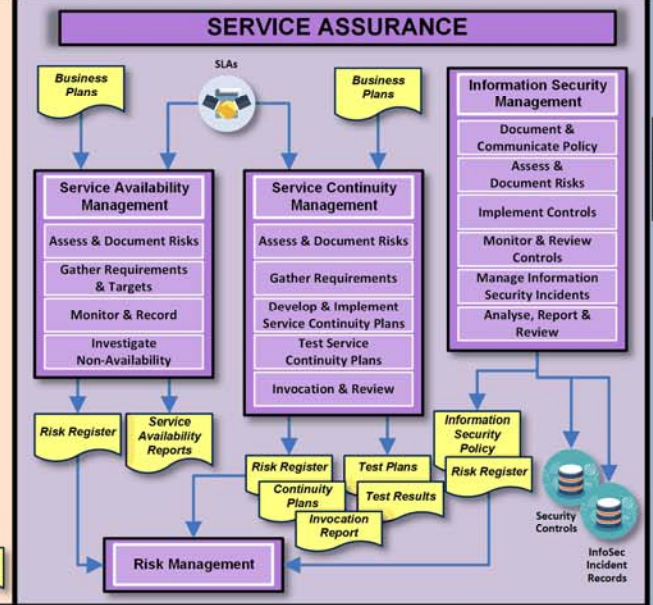
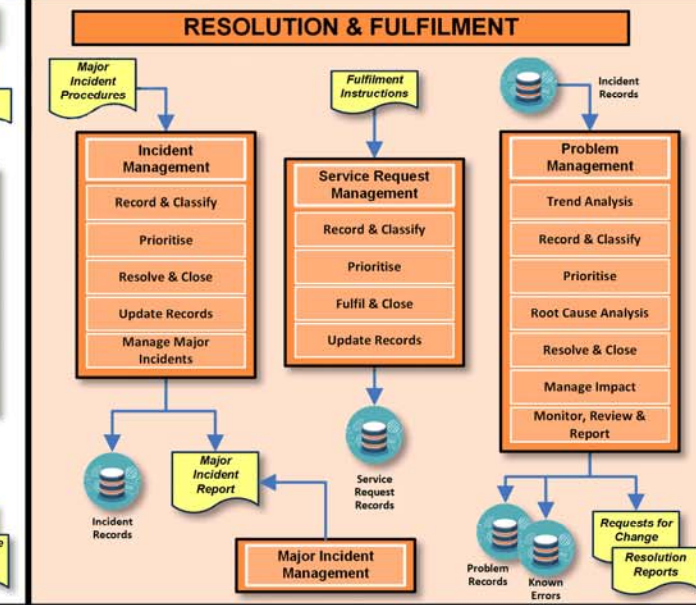
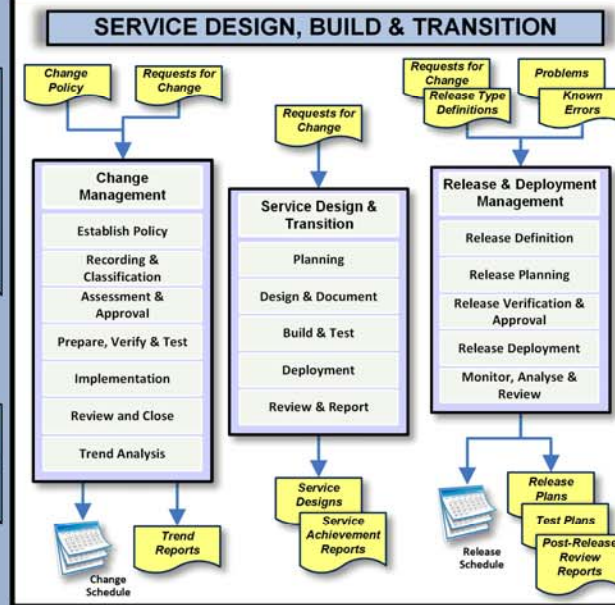
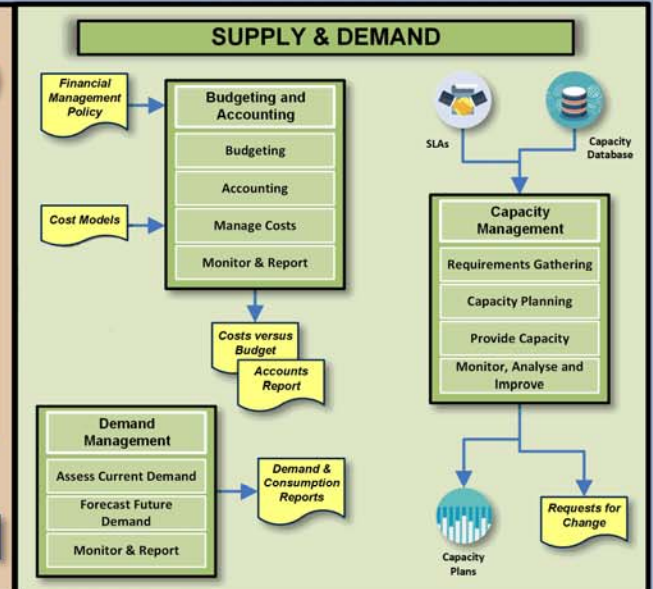
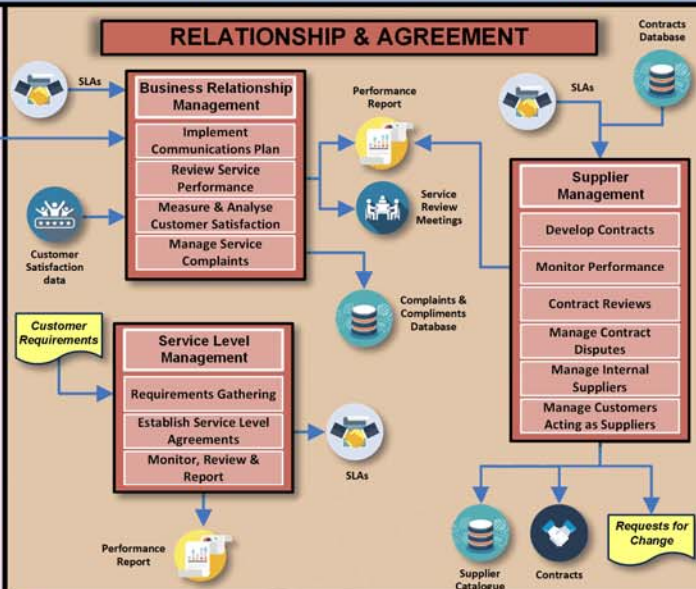
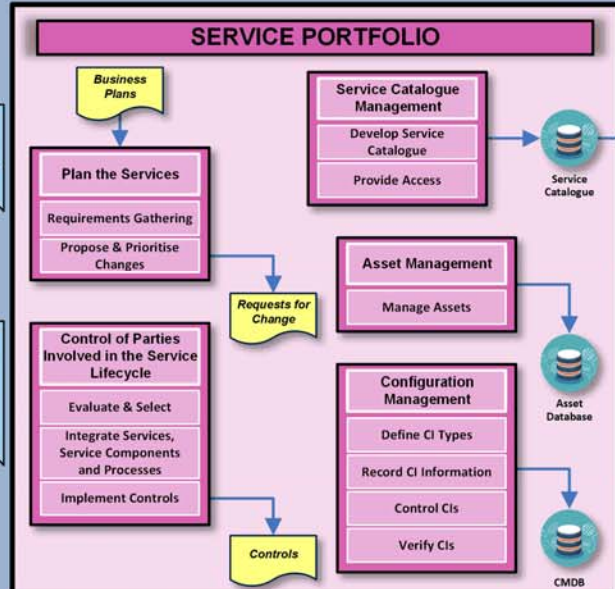
Leadership
- Leadership and Commitment
- Establish Policy
- Communicate
- Roles and Responsibilities

Performance Evaluation
- Monitoring, Measurement, Analysis and Evaluation
- Internal Audit
- Management Review
- Service Reporting

Improvement
- Nonconformity & Corrective Action
- Continual Improvement

Planning
- Risks
- Opportunities
- Objectives
- Plan the SMS

Support
- Resources
- Competence
- Awareness
- Communication
- Documented Information:
- Create
- Update
- Control
- Knowledge



ISO/IEC 20000



NOTE: This diagram contains components from both Part 1: Requirements and Part 2: Guidance of ISO/IEC 20000.