ISO 20000 Documentation Toolkit

Note: ISO20000 documentation should preferably be implemented in the order in which it is listed here.

Number in the package	Document name	Relevant clauses in the ISO 20000 Standard	Mandatory according to ISO 20000
0	Procedure for Document and Record Control	4.3.2 and 4.3.3	✓
1	Project Plan		
2	SMS Policy	4.3.1, 4.1.1 a), 4.1.2, 4.1.4	✓
3	SMS Plan	4.1.1, 4.1.4, 4.2, 4.3.1, 4.4.1, 4.4.2, 4.3.1, 4.3.2, 4.3.3, 5.3 f), 6.2	✓
3.1	Appendix 1 List of Services	4.3.2.5, 7.1	✓
3.2	Appendix 2 Training and Awareness Plan	4.4.2, 4.3.2.5	✓
4	Service Management Processes and Functions		
4.1	Design and Transition of New or Changed Services Process	4.3.1, 5.1, 5.3 a), 5.3 b), 5.3 c), 5.2 b)	✓
4.1.1	Appendix_1_SAC Template	5.4, 5.2 i)	✓
4.1.2	Appendix_2_Service Design Package	5.1, 5.3 c), 5.3 d), 5.2	✓
4.1.3	Appendix_3_Test Plan	5.2 h), 5.4	✓
4.2	Service Delivery Processes		
4.2.1	Service Level Management Process	4.3.1, 5.3 i), 6.1, 5.3 j)	✓

Number in the package	Document name	Relevant clauses in the ISO 20000 Standard	Mandatory according to ISO 20000
4.2.1.1	Appendix 1 SLA Template	6.1, 8.1	✓
4.2.1.2	Appendix 2 OLA Template	6.1	✓
4.2.1.3	Appendix 3 Service Report Template	6.1	✓
4.2.1.4	Appendix 4 Customer Agreement Portfolio	6.1	✓
4.2.1.5	Appendix 5 Service Level Requirements	5.2, 6.1	✓
4.2.1.6	Appendix 6 Service Catalogue Template	6.1	✓
4.2.2	Service Continuity and Availability Management process	4.3.1, 6.3.1, 6.3.2, 6.3.3	✓
4.2.2.1	Appendix 1 IT Service Continuity Plan	6.2, 6.3.1, 6.3.2, 6.3.3	✓
4.2.2.2	Appendix 2 Business Impact Analysis and Recovery	6.3.1, 6.3.2, 6.3.3	✓
4.2.2.3	Appendix 3 Risk Assessment and Treatment	6.3.1, 6.3.2, 6.3.3	✓
4.2.2.4	Appendix 4 IT Service Continuity Plan Test and Review Report	6.3.1, 6.3.2, 6.3.3	✓
4.2.2.5	Appendix 5 Availability measurement report	6.3.3	✓
4.2.2.6	Appendix 6 Availability plan	6.3.6, 6.3.1, 4.3.2, 6.3.3	✓
4.2.3	Budgeting and Accounting for Services Process	4.3.1, 6.4	✓

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Janet L. Novack

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the ISO 9001 2000 standard by professional service firms in developing countries The Workbook provides an overview of ISO 9001 2000 as an international quality management framework focuses on internal decisions discussions and the planning needed in applying ISO 9001 2000 concept and for creating the necessary quality management system in a small service firm Publishing Agency International Trade Centre ITC   **FAO Animal Production and Health Manual** Richard A. Cowie,2013   **ISO 9000** International Organization for Standardization,1992   Guidelines for Implementing MS ISO 9000 in the Civil Service ,1996

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