ISO/IEC 20000-1 compliance monitor

SERVICE MANAGEMENT SYSTEMS GENERAL REQUIREMENTS

- Management responsibility (4.1)
- Establish and improve the SMS (4.5)
- Governance of processes operated by other parties (4.2)
- Documentation management (4.3)
- Resource management (4.4)

DESIGN AND TRANSITION OF NEW OR CHANGES SERVICES

- General (5.1)
- Plan new or changed services (5.2)
- Design & development of new or changed services (5.3)
- Transition of new or changes services (5.4)

SERVICE DELIVERY PROCESSES

- Capacity management (6.5)
- Service Continuity & Availability management (6.3)
- Service level management (6.1)
- Service reporting (6.2)
- Information Security management (6.6)
- Budgeting & accounting service (6.4)

CONTROL PROCESSES

- Configuration management (9.1)
- Change management (9.2)
- Release and deployment management (9.3)

RESOLUTION PROCESSES

- Incident and service request management (8.1)
- Problem management (8.2)

RELATIONSHIP PROCESSES

- Business relationship management (7.1)
- Supplier management (7.2)

No | Yes | N/A