

# ISO/IEC 20000-1:2011, Information Technology - Service Management - Part 1: Service Management System Requirements By ISO/IEC/JTC 1/SC 7

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ISO/IEC JTC 1/SC 27 Publications Edition 1.0 (2011-11-08) Information technology Information security management system implementation guidance. EN: EN:

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ISO/IEC 20000 is the first international standard for IT service management. It was developed in 2005, by ISO/IEC JTC1/SC7 and revised in 2011. It is based

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## **Erin casteel | linkedin**

Erin Casteel is the Chair of the ISO/IEC 27001 and ISO/IEC 20000-1 Official reviewer of 2011 ISO/IEC 20000 describes service management as

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International Standard for the Application of Service Management. ISO/IEC 20000-2:2012 ISO/IEC 20000-1:2011. the requirements in ISO/IEC 20000-1.

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ISO/IEC 20000-1:2011 is a service management system (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor

### **Samit khare, compliance, privacy & risk**

Samit Khare, Compliance, Privacy & Risk Professional. CISA, ISO/IEC 20000-1:2011 (Information technology Part 1: Service management system requirements)

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is responsible for the UK input to ISO/IEC JTC 1/SC BS ISO/IEC 20000-1:2011: Information technology. Service management - Service management system requirements:

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