

ISO 20000 Documentation Toolkit

Note: ISO20000 documentation should preferably be implemented in the order in which its 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	MS Policy	4.3.1, 4.3.1 a), 4.3.2, 4.3.4	✓
3	MS Plan	4.3.2, 4.3.4, 4.2, 4.3.1, 4.4.1, 4.4.2, 4.5.1, 4.5.2, 4.5.3, 5.3.9), 6.2	✓
3.1	Appendix 1 List of Services	4.3.2.6, 7.1	✓
3.2	Appendix 2 Training and Awareness Plan	4.4.2, 4.5.2.6	✓
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), 5.3.6), 5.3.4), 5.3.6), 5.3.6), 5.3.6)	✓
4.1.1	Appendix_1_SAC Template	3.4.3.2.6	✓
4.1.1	Appendix_2_Service Design Package	5.1, 5.3 a), 5.3.4), 5.2	✓
4.1.1	Appendix_3_Test Plan	5.2.6), 5.4	✓
4.2	Service Delivery Processes		
4.2.1	Service Level Management Process	4.5.1, 5.3.6), 6.1, 5.3.6)	✓

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	6.2, 6.2	✓
4.2.1.2	Appendix 2 OLA Template	6.2	✓
4.2.1.3	Appendix 3 Service Report Template	6.2	✓
4.2.1.4	Appendix 4 Customer Agreement Portfolio	6.1	
4.2.1.5	Appendix 5 Service Level Requirements	6.2, 6.2	✓
4.2.1.6	Appendix 6 Service Catalogue Template	6.1	✓
4.2.2	Service Continuity and Availability Management process	4.3.1, 6.2.1.6.5.1, 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, 6.3.1, 6.3.2, 6.3.3	✓
4.2.3	Budgeting and Accounting for Services Process	4.5.1, 6.4	✓

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