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**BUSINESS PLAN FOR ISO/IEC JTC 1/SC 40**  
**IT SERVICE MANAGEMENT AND IT GOVERNANCE**

**PERIOD COVERED: November 2015 – October 2016**

**1.0 Executive Summary**

During the period under review, SC 40 published two standards and completed one study group. A further fourteen standards are in various stages in the process. Two new projects are under consideration under the auspices of a proposed new working group.

International interest in the SC is growing. With the addition of three new P-members and one O-member, SC 40 currently has 32 P-members and 11 O-members.

The last plenary was held in Suzhou, China. Over 70 delegates, including representatives from liaison organisations, attended the meeting. The [scope](#) of SC 40 was updated and work programs were progressed.

**2.0 Chairman's Remarks**

**2.1 Market requirements, innovation**

As Corporate Governance has taken on greater significance, so too has IT Governance. Failure to align IT to business strategy and direction is one of the biggest risks for top management today. Standards on operational aspects of IT Governance are increasingly important in today's technology dependent world.

Recent developments in IT have raised fresh challenges both for IT Managers, members of governing bodies, and business leaders that can be addressed only through good governance practices.

- The growing emphasis on IT cost reduction necessitates more effective and efficient use of IT resources and improved levels of service. Cloud computing, the use of multiple service providers and IT-enabled business process outsourcing are transforming the IT value proposition to customers. These trends are shaping future business strategies, necessitating an increased focus on IT governance and service delivery.
- The rapid growth of Cloud Computing has introduced a number of issues, including security, terms of use, contractual, legal and regulatory. Although control over many aspects rests with cloud service providers, customers remain accountable to their users and need to assess opportunities together with potential risks and harm.
- As 'data' becomes important, so does the need to more strongly protect it. Customers remain responsible for how data under their responsibility is secured, used and shared. There is a constant threat of security breaches, hacking etc. These are being tackled through sophisticated loss prevention and threat response systems. To be effective, these systems need clear models of governance.

A key feature of modern IT landscape is the rapid spread of mobile devices. Users value flexibility and have a wide range of equipment to choose from. This gives rise to new requirements for service management and consequently new standards to deal with them effectively.

The BPO industry is transforming its value proposition to its customers from a pure play labour arbitrage provider to a business partner. As the outsourcing maturity improves BPO vendors are likely to play an increasing role in shaping the overall business strategy and perform services of strategic importance to customers. Customer expectations would change calling for more robust service management standards.

**2.2 Accomplishments**

SC 40 completed one study group and published two documents during the review period:

- Study group: Governance and service management of IT and IT-enabled business services provided by multiple service providers: At the 2016 plenary, SC 40 endorsed the recommendation that members of JTC1/SC40 involved in the development of standards should ensure that aspects relating to the governance and service management of multiple service providers are included in the JTC1/SC40 standards.
- ISO/IEC TR 20000-10 Information technology – Service management – Part 10: Concepts and terminology
- ISO/IEC TR 20000-11 Information technology –Service management – Part 11: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks

**2.3 Resources**

There is good participation in SC 40's programme of work by National Bodies and Liaison Organizations.

SC 40 encourages the use of electronic meetings for all study and working groups and wherever possible and appropriate to assist with progressing of the work program.

SC 40 initially operated through three working groups:

- WG 1 – Governance of Information Technology – 123 experts with Peter Brown (BSI) as the Convenor
- WG 2 – Maintenance and development of ISO/IEC 20000 - Information technology - Service management– 134 experts with Erin Casteel (SA) as the Convenor
- WG 3 – IT-enabled services/Business process outsourcing – 88 experts – Convenor Ravi Veeraraghavan (BIS)

At its 2016 plenary, SC 40 created a new working group “WG 4 - IT Service Management of infrastructure” with the scope “aspects of IT service management not within the new scope of WG2 or the scope of WG3, including aspects of IT service management of infrastructure”.

## **2.4 Competition and cooperation**

SC 40 liaisons are listed [here](#)<sup>1</sup>. SC 40 is also planning to enter a new liaison with ISO TC 309 Organizational governance, created in 2016.

## **3.0 Working Groups**

### **3.1 WG 1 – Governance of Information Technology**

JTC 1/SC 40/WG 1 is responsible for standardisation activities in the domain on governance of information technologies as well as operational aspects of such governance. The initial standards deal with core governance issues across IT but work has started to also develop standards in more detailed areas, such as guidelines for the assessment of governance, governance of data and the governance of IT-enabled investments.

The Working Group has started to assess the interest in work for particular sectors (e.g. the governance of IT in the public sector, financial industries, etc.) as well as particular technology areas (governance of cloud computing, Internet of Things/Big Data, cybersecurity, etc.) but progress will depend on future work items being agreed.

#### **3.1.1 WG 1 Accomplishments**

- The “International Forum on Governance of IT”, held on 17th May 2016 in Suzhou, China and hosted by CESI, was open to all SC 40 plenary participants. The event drew more than 200 participants and included many speakers from WG 1.
- 38504 – Guidelines for the structure of principles-based standards in the Governance of IT - Publication as a Technical Report in September 2016
- 38506 - Governance of IT enabled Investments – successful ballot
- Mapping of ISO/IEC 38500 and OASIS TGF – Implications for future work - The final report has been published, draft recommendations tabled at the plenary and the report will be publicly available.

#### **3.1.2 WG 1 Deliverables**

- 38503 - Assessment of the Governance of IT – consider a NP if proposed
- 38505 Part 1 - The application of ISO 38500 to the Governance of Data - The CRM recommended to move to DIS.
- 38505 Part 2 - The implications of 38505-1 for data management - A first draft of a PDTR will be ready for discussion at the London face-to-face meeting.
- 38506 - Governance of IT enabled Investments - The project editor and convenor will prepare a work plan.

#### **3.1.3 WG 1 strategies/risks/opportunities**

- 38502 - Governance of IT – Framework and Model - examine a number of options based on initial ideas to be prepared by the Convenor and 38500 Project Editor, and that may include a NWIP on core terminology; possibly as a new part of 38500; possibly as a freely-available standard
- A series of eMeetings to be held at regular intervals
- WG 1 will coordinate with WGs 2 and 3 in preparing the agenda for parallel face-to-face meetings in the

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<sup>1</sup> [http://www.iso.org/iso/home/standards\\_development/list\\_of\\_iso\\_technical\\_committees/iso\\_technical\\_committee.htm?commid=5013818](http://www.iso.org/iso/home/standards_development/list_of_iso_technical_committees/iso_technical_committee.htm?commid=5013818)

future, starting with the November 2016 meetings in London

### **3.2 WG 2 – Maintenance and development of ISO/IEC 20000**

JTC 1/SC 40 WG2 is the standards development environment for the ISO/IEC 20000 series. The series consists of international standards and technical reports for service management which are used by organizations, auditors, trainers, consultants and customers. ISO/IEC 20000-1 specifies requirements for a service management system (SMS). All requirements in ISO/IEC 20000-1 are generic and are intended to be applicable to all organizations, regardless of type, size and the nature of the services delivered.

#### **3.2.1 WG 2 Accomplishments**

- In 2015 WG 2 initiated the 3rd revision of the ISO/IEC 20000 series.

#### **3.2.2 WG 2 Deliverables**

- In 2015, WG2 published 20000-11 and republished TR 20000-10. ISO/IEC 27013, a joint project with JTC 1/SC27/WG1, was also republished.
- In 2016, WG2 expects to publish 20000-12 and 20000-6.
- WG2 is addressing incorrect information about 20000 being provided to certification bodies by the IAF, via one of their published documents. The forthcoming publication of ISO/IEC 20000-6, which is requirements for certification bodies, is expected to help with this issue. It will be for use by bodies certifying an SMS and by bodies accrediting certification bodies. CASCO has also agreed to assist WG2 in addressing this issue.

#### **3.2.3 WG 2 Risks, Opportunities and Issues**

- The revision of ISO/IEC 20000, in alignment with the common high-level structure and text for all ISO MSS, will further facilitate the ability of organizations to integrate their SMS with other ISO MSS, including ISO 9001 and ISO/IEC 27001. It will also support service integration and multi-supplier services.
- With the increased focus on the importance of services, a need for a standard that can support the service lifecycle for all services and facilitate alignment across other ISO standards supporting specific service types, has been identified. The ISO may be able leverage 20000 for this purpose. Work to explore this should commence with participation in the development process of 20000 from all potential stakeholders, focused on the widest possible range of service types.

### **3.3 WG 3 – IT enabled services/Business Process Outsourcing**

The current Project ISO/IEC 30105, which is in the final stages of development, provides the standards and guideline on delivery and consumption of the lifecycle elements involved in ITES-BPO industry. WG3 plans to identify new work items from the emerging trends in ITES/BPO industry and add new standards for ITES/BPO.

#### **3.3.1 WG 3 Accomplishments**

- For ISO/IEC 30105, DIS ballots completed for all the five parts and comment resolution meetings held. In July 2016, WG 3 submitted all the five Parts of ISO/IEC 30105 for FDIS registration. The ballot process is expected to be completed by the end of September 2016.
- The Study Group established within WG 3 on the customer perspective on Business Process Outsourcing submitted its report.

#### **3.3.2 WG 3 Deliverables**

- Publication of IS for Part 1 to Part 5 of ISO/IEC 30105, on successful completion of FDIS ballot.
- Potential new work items in the areas of ITES BPO need to be identified in the Interim 2016 and taken up for New Work Item Proposal in the Plenary in 2017. These items include enhancements to ISO/IEC 30105, Knowledge Process Outsourcing, and Business Process as a Service.
- A study group on Management Systems Standard for Business Process Outsourcing has been established at SC 40 level and the report to be submitted before the next Plenary in May 2017. This will have members across SC 40 and will be led by WG3 expert.

#### **3.3.3 WG 3 Risks, Opportunities and Issues**

- Process automation, transformation, analytics are emerging in Business Process services. New business models, such as solution providers, Platform service, etc. are also coming up. These emerging areas in the Business Process Outsourcing industry offers opportunity to explore new work items for the future and provide market guidance.

## SC 40 CURRENT WORK PROGRAM

| ISO / IEC             | Title  | WG |
|-----------------------|--|----|
| ISO/IEC DIS 38505-1   | Information Technology – Governance of IT – Application of ISO/IEC 38500 to the governance of data   | 1  |
| ISO/IEC WD TR 38505-2 | Information Technology – Governance of IT – Part 2: Implications of 38505-1 for data management  | 1  |
| ISO/IEC AWI 38506     | Information Technology – Governance of IT – Governance of IT enabled investments   | 1  |
| ISO/IEC WD 20000-1    | Information technology - Service management -- Part 1: Service management system requirements  | 2  |
| ISO/IEC NP 20000-2    | Information technology - Service management—Part 2: Guidance on the application of service management systems  | 2  |
| ISO/IEC NP 20000-3    | Information technology - Service management—Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1  | 2  |
| ISO/IEC FDIS 20000-6  | Information Technology – Service Management – Part 6: Requirements for bodies providing audit and certification of service management systems                              | 2  |
| ISO/IEC TR 20000-12   | Information technology - IT Service management -- Part 12: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: CMMI-SVC ®         | 2  |
| ISO/IEC FDIS 30105-1  | Information Technology – IT Enabled Services – Business Process Outsourcing (ITES-BPO) lifecycle processes – Part 1: Process reference model                               | 3  |
| ISO/IEC FDIS 30105-2  | Information Technology – IT Enabled Services – Business Process Outsourcing (ITES-BPO) lifecycle processes – Part 2: Process assessment model                              | 3  |
| ISO/IEC FDIS 30105-3  | Information Technology - IT Enabled Services – Business Process Outsourcing (ITES-BPO) lifecycle processes – Part 3: Measurement framework and organization maturity model | 3  |
| ISO/IEC FDIS 30105-4  | Information Technology – IT Enabled Services – Business Process Outsourcing (ITES-BPO) lifecycle processes – Part 4: Terms and concepts                                    | 3  |
| ISO/IEC FDIS 30105-5  | Information Technology – IT Enabled Services – Business Process Outsourcing (ITES-BPO) lifecycle processes – Part 5: Guidelines  | 3  |