

The book was found

# ISO/IEC 20000-2:2012, Information Technology - Service Management - Part 2: Guidance On The Application Of Service Management Systems



## Synopsis

ISO/IEC 20000-2:2012 provides guidance on the application of service management systems (SMS) based on the requirements in ISO/IEC 20000-1. ISO/IEC 20000-2:2012 enables organizations and individuals to interpret ISO/IEC 20000-1 more accurately, and therefore to use it more effectively. The guidance includes examples and suggestions to enable organizations to interpret and apply ISO/IEC 20000-1, including references to other parts of ISO/IEC 20000 and other relevant standards. This includes guidance on the use of an SMS for the planning, design, transition, delivery and improvement of the SMS and services. At a minimum this includes service management policies, objectives, plans, service management processes, process interfaces, documentation and resources. The SMS provides ongoing control, greater effectiveness, efficiency and opportunities for continual improvement of service management and of services. It enables an organization to work effectively with a shared vision.

## Book Information

Paperback: 94 pages

Publisher: Multiple. Distributed through American National Standards Institute (ANSI) (February 14, 2012)

Language: English

ASIN: B008S7KO6M

Product Dimensions: 8.2 x 0.2 x 10.5 inches

Shipping Weight: 9.9 ounces (View shipping rates and policies)

Average Customer Review: Be the first to review this item

Best Sellers Rank: #4,604,639 in Books (See Top 100 in Books) #61 in Books > Engineering & Transportation > Engineering > Reference > American National Standards Institute (ANSI)

Publications #738324 in Books > Textbooks

[Download to continue reading...](#)

ISO/IEC 20000-2:2012, Information technology - Service management - Part 2: Guidance on the application of service management systems ISO/IEC 20000-1:2011, Information technology - Service management - Part 1: Service management system requirements ISO/IEC 27002:2005, Information technology - Security techniques - Code of practice for information security management (Redesignation of ISO/IEC 17799:2005) Iso/lec 19770-1:2012, Information technology - Software asset management - Part 1: Processes and tiered assessment of conformance ISO/IEC 27001:2013, Second Edition: Information technology - Security techniques - Information security

management systems - Requirements ISO/TS 22004:2005, Food safety management systems - Guidance on the application of ISO 22000:2005 ISO/IEC 27005:2011, Information technology - Security techniques - Information security risk management ISO/IEC 11770-2:1996, Information technology - Security techniques - Key management - Part 2: Mechanisms using symmetric techniques ISO/IEC 27002:2013, Second Edition: Information technology Security techniques Code of practice for information security controls ISO/IEC 18033-2:2006, Information technology - Security techniques - Encryption algorithms - Part 2: Asymmetric ciphers ISO/IEC 38500:2008, Corporate governance of information technology Fundamentals Of Information Systems Security (Information Systems Security & Assurance) - Standalone book (Jones & Bartlett Learning Information Systems Security & Assurance) ISO/IEC 17020:2012, Conformity assessment - Requirements for the operation of various types of bodies performing inspection IEC/TR 60825-3 Ed. 1.0 b:1995, Safety of laser products - Part 3: Guidance for laser displays and shows ISO/IEC Guide 98-3:2008, Uncertainty of measurement - Part 3: Guide to the expression of uncertainty in measurement (GUM:1995) ISO 14001:2015, Third Edition: Environmental management systems - Requirements with guidance for use ISO 50001:2011, Energy management systems - Requirements with guidance for use ISO 14001:2004, Environmental management systems - Requirements with guidance for use ISO 37001:2016, First Edition: Anti-bribery management systems - Requirements with guidance for use ISO/IEC 31010:2009, Risk management - Risk assessment techniques

[Contact Us](#)

[DMCA](#)

[Privacy](#)

[FAQ & Help](#)