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**ISO 20000:2018**

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**List of Documents**

# ISO 20000:2018 Package - Included Documents

This document outlines the comprehensive list of procedures, records, forms, manuals, policies, and SOPs included in the ISO 20000:2018 Package. These resources are designed to ensure compliance with IT service management (ITSM) standards and facilitate the implementation of an effective ITSM system.

## Package Features

- Full lifetime access

- Access on a laptop, desktop, and mobile

- Certificate of completion

## Procedures

|  |  |
| --- | --- |
| No. | Procedure Name |
| 1 | Service Management Policy Procedure |
| 2 | Service Portfolio Management Procedure |
| 3 | Service Catalog Management Procedure |
| 4 | Service Level Management Procedure |
| 5 | Capacity Management Procedure |
| 6 | Availability Management Procedure |
| 7 | Service Continuity Management Procedure |
| 8 | Information Security Management Procedure |
| 9 | Incident Management Procedure |
| 10 | Problem Management Procedure |
| 11 | Change Management Procedure |
| 12 | Release and Deployment Management Procedure |
| 13 | Configuration Management Procedure |
| 14 | Knowledge Management Procedure |
| 15 | Asset Management Procedure |
| 16 | Internal Audit Procedure |
| 17 | Management Review Procedure |
| 18 | Document Control Procedure |
| 19 | Record Control Procedure |
| 20 | Corrective Action Procedure |
| 21 | Preventive Action Procedure |

## Records and Forms

|  |  |
| --- | --- |
| No. | Record/Form Name |
| 1 | Service Management Policy Record |
| 2 | Service Portfolio Record |
| 3 | Service Catalog Record |
| 4 | Service Level Agreement (SLA) Record |
| 5 | Operational Level Agreement (OLA) Record |
| 6 | Capacity Plan Record |
| 7 | Availability Plan Record |
| 8 | Service Continuity Plan Record |
| 9 | Information Security Risk Assessment Record |
| 10 | Incident Log |
| 11 | Problem Log |
| 12 | Change Request Form |
| 13 | Change Log |
| 14 | Release and Deployment Plan Record |
| 15 | Configuration Item (CI) Record |
| 16 | Knowledge Article Record |
| 17 | Asset Inventory Record |
| 18 | Internal Audit Report |
| 19 | Management Review Meeting Minutes |
| 20 | Document Distribution List |
| 21 | Record Retention Schedule |
| 22 | Corrective Action Request (CAR) Form |
| 23 | Preventive Action Request (PAR) Form |

## Manual and Quality Policy

|  |  |
| --- | --- |
| No. | Document Name |
| 1 | IT Service Management System (ITSMS) Manual |

## Standard Operating Procedures (SOPs)

|  |  |
| --- | --- |
| No. | SOP Name |
| 1 | SOP for Creating and Updating Service Management Policies |
| 2 | SOP for Monitoring and Reporting Service Performance Metrics |
| 3 | SOP for Identifying and Assessing Service Improvement Opportunities |
| 4 | SOP for Engaging Stakeholders and Gathering Service Requirements |
| 5 | SOP for Conducting Periodic Service Reviews |
| 6 | SOP for Ensuring Compliance with Legal and Regulatory Requirements |
| 7 | SOP for Coordinating with Third-party Service Providers |
| 8 | SOP for Onboarding and Offboarding IT Service Management Personnel |
| 9 | SOP for Training IT Service Management Personnel |
| 10 | SOP for Conducting Periodic Backup and Restore Testing |
| 11 | SOP for Updating and Maintaining the IT Service Management Toolset |
| 12 | SOP for Communicating Changes to IT Service Management Policies and Procedures |
| 13 | SOP for Managing Risk in IT Service Management |