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ISO/IEC 20000-1:2018 vs. ISO 9001:2015 Matrix

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ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
Introduction	Introduction	
	0.1 General	The introductory section of the ISO 20000 standard contains a general description related to the: • Purpose of the standard • Service Management System (SMS) • PDCA methodology applied to the SMS ISO 9001 has more comprehensive explanations: • 0.1 General – This clause explains the benefits of the Quality Management System (QMS) implementation, while pointing out that the standard does not imply a need for uniformity in the structure of the QMS. Additionally, enhancing customer satisfaction is pointed out in this clause. • 0.2 Quality management principles – This clause lists the quality management principles that are also applicable for ISO 20000 implementation. • 0.3 Process approach – This clause explains the process approach, PDCA cycle, and risk-based thinking. For more information, read Plan-Do-Check-Act in the ISO 9001 Standard. • 0.4 Relationships with other management system standards – This clause defines ISO 9001 as a framework for other management system standards, i.e., SMS. Read these articles: • ISO 20000 – The perfect way to improve IT services • Using ISO 20000 to control IT services
	0.2 Quality management principles	
	0.3 Process approach	
	0.4 Relationships with other management system standards	

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
		to learn more about ISO 20000 and its usage in the business environment.
Service Management System requirements	Quality Management Systems - Requirements	
1 Scope 1.1 General 1.2 Application	1 Scope	There are no big similarities regarding this clause, other than the fact that both clauses define the purpose of the standard and to what type of organization it can be applied.
2 Normative references	2 Normative references	This requirement is identical for both standards.
3 Terms and definitions	3 Terms and definitions	Terms and definitions in ISO 20000 contain mainly vocabulary specific for the standard, whereas ISO 9001 refers to the ISO 9000 definitions of terms, which contain general wording.
3.1 Terms specific to management system standards		There is no similar clause in ISO 9001.
3.2 Terms specific to service management		There is no similar clause in ISO 9001.
4 Context of the organization	4 Context of the organization	

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
4.1 Understanding the organization and its context	4.1 Understanding the organization and its context	The standard requires the organization to determine internal and external issues related to the ability of the management system to achieve the intended results. ISO 20000 is referring to service management and ISO 9001 is referring to quality management. For more information, read How to identify the context of the organization in ISO 9001:2015
4.2 Understanding the needs and expectations of interested parties	4.2 Understanding the needs and expectations of interested parties	Requirements of both standards are the same; they both require relevant interested parties to be identified, as well as their needs and expectations.
4.3 Determining the scope of the service management system	4.3 Determining the scope of the quality management system	Both standards require the scope of the management system to be defined. The difference is that ISO 9001 requires products and services to be considered, and ISO 20000 requires consideration of services delivered when defining the scope. For more information, read How to define the scope of the SMS in ISO 20000
4.4 Service management system	4.4 Quality management system and its processes	The baseline requirements of this clause are the same in both standards: each system must be established, implemented, documented, and continually improved. However, ISO 9001 does go into more detail on specific requirements.

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
5 Leadership	5 Leadership	
5.1 Leadership and commitment	5.1 Leadership and commitment 5.1.1 General 5.1.2 Customer focus	The requirements are mostly the same, and the management must treat both standards in the same way regarding implementing the policies, provision of resources, continual improvement, assigning roles and responsibilities, etc. The only difference is the inclusion of customer focus requirements in ISO 9001. Read How to comply with new leadership requirements in ISO 9001:2015
5.2 Policy 5.2.1 Establishing the service management policy 5.2.2 Communicating the service management policy	5.2 Policy 5.2.1 Establishing the quality policy 5.2.2 Communicating the quality policy	These requirements are basically the same. In both ISO 20000 and ISO 9001, this clause defines the high-level policy document that contains statements about the general direction of the organization and its commitment to service management or quality/customer satisfaction, respectively. See a sample of the SMS Policy here: Service Management System (SMS) Policy.

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
5.3 Organizational roles, responsibilities, and authorities	5.3 Organizational roles, responsibilities, and authorities	These requirements are very similar, so roles, responsibilities, and authorities for both standards can be communicated in the same manner. For example, the same person can serve in a dual capacity as the quality management representative and the service manager; or, the same auditor can perform both QMS and SMS audits. However, in addition to the conforming- and reporting-related requirements included in this clause, ISO 9001 sets additional requirements regarding: • Ensuring processes deliver intended outputs • Promoting customer focus throughout the organization • Maintaining the integrity of the QMS when implementing changes to the system Read more in this article: Defining roles and responsibilities for ISO 20000-based IT Service Management
6 Planning		
6.1 Actions to address risks and opportunities 6.1.1	6.1 Actions to address risks and opportunities 6.1.1	Both standards require the identification and addressing of risks and opportunities arising from the context of the organization regarding quality and service management.

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
6.1.2	6.1.2	ISO 9001 calls for the organization to plan, while ISO 20000 requires organizations to determine and document.
6.1.3		ISO 20000 includes this clause for planning. However, ISO 9001 does not have this clause, but includes this requirement in 6.1.2.
6.2 Service management objectives and planning to achieve them	6.2 Quality objectives and planning to achieve them	Both standards require management to establish performance objectives for appropriate functions, departments, and levels in the organization. These objectives and plans for their realization can be placed in one document. For more information, see: How to Write Good Quality Objectives For ISO 20000, see this sample document: Service Management System Plan
6.3 Plan the service management system	6.3 Planning of changes	Both standards state that when the organization determines the need for changes to the managements system, the changes should be carried out in a planned manner. However, ISO 20000 includes additional, more specific requirements in this clause.

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
7 Support of the service management system	7 Support	
7.1 Resources	7.1 Resources 7.1.1 General 7.1.2 People 7.1.3 Infrastructure 7.1.4 Environment for the operation process 7.1.5 Monitoring and measuring resources 7.1.5.1 General 7.1.5.2 Measurement traceability 7.1.6 Organizational knowledge	ISO 9001 has more detailed requirements for human, infrastructure, and environment resources. Additionally, ISO 9001 has more detailed requirements for management, monitoring, and measuring of resources. See more about resource management in ISO 9001 in the article Understanding Resource Management in ISO 9001.

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
7.2 Competence	7.2 Competence	In both standards, these requirements are the same. The organization must determine the necessary competence level of its employees, and ensure those employees are competent based on appropriate education, training, and experience. Therefore, organizations will need to have a process for determining the necessary competence and achieving it through trainings and other means.
7.3 Awareness	7.3 Awareness	This requirement is the same in both standards. In both ISO 20000 and ISO 9001, employees are required to be aware of the service management policy or quality policy, objectives, their contributions to the SMS/QMS, and what the implications of poor performance may be to the SMS/QMS. In ISO 20000, this clause includes an additional requirement for employees to be aware of the services relevant to their work.
7.4 Communication	7.4 Communication	This requirement is the same in both standards. Both standards require organizations to determine which matters relevant to the management system should be communicated internally and externally. Furthermore, organizations must define who and when communicates, the audience, and the means of communication.
7.5 Documented information	7.5 Documented information	This is a similar clause in both ISO 20000 and ISO 9001. Both standards specify that documented information may come in various forms (i.e., documents and records). Also, the extent of documented information may vary depending on the size and needs of the organization. Read the article New approach to document and record control in ISO 9001:2015 to learn more.

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
7.5.1 General	7.5.1 General	ISO 20000 has more extensive requirements than ISO 9001. Even so, ISO 9001 sets control requirements on the development of services, which can be used during ISO 20000 implementation to ensure efficiency during the development phase.
7.5.2 Creating and updating documented information	7.5.2 Creating and updating	Requirements for creating and updating documented information are the same in both standards.
7.5.3 Control of documented information	7.5.3 Control of documented information	Requirements for the control of documented information are the same in both standards.
7.5.4 Service management system documented information		Clause 7.5.4 of ISO 20000 lists the mandatory documented information for the service management system. Some of the documents mentioned for the SMS include: Scope of the SMS, Policy and objectives for service management, and Service management plan, as well as others.
7.6 Knowledge		Clause 7.6 of ISO 20000 requires an organization to determine and maintain the knowledge necessary to support SMS operations and services. Organizational knowledge requirements for the QMS can be found in clause 7.1.6 of ISO 9001.

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
8. Operation	8 Operation	
8.1 Operational planning and control	8.1 Operational planning and control	In both standards, clause 8.1 defines requirements for planning the delivery of products and services. Both standards mention the need for organizations to plan, implement, and control their processes. Additionally, ISO 9001 specifically calls out the need for organizations to determine requirements for products and services, as well as identifying the necessary resources to achieve conformity.
	8.2 Requirements for products and services 8.2.1 Customer communication 8.2.2 Determining the requirements for products and services 8.2.3 Review of the requirements for products and services 8.2.4 Changes to requirements for products and services	Clause 8.2 of ISO 9001 provides extensive requirements for products and services. These requirements cover areas such as communicating with the customer regarding products and services, as well as what an organization must do when determining, reviewing, and changing requirements for products and services.

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
8.2 Service portfolio 8.2.1 Service delivery 8.2.2 Plan the services 8.2.3 Control of parties involved in the service lifecycle 8.2.4 Service catalogue management 8.2.5 Asset management 8.2.6 Configuration management	8.6 Release of products and services	Clause 8.2 of ISO 20000 details service portfolio requirements. This differs significantly from ISO 9001, which does not specifically provide any requirements on this area. However, ISO 20000 sets specific requirements for managing the entire lifecycle of all services, including services in planning, in development, and live services defined in the service catalogue, as well as services that are to be removed. Also included are requirements for asset management and configuration management, for which ISO 9001 does not include similar clauses.

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
	8.3 Design and development of products and services 8.3.1 General 8.3.2 Design and development planning 8.3.3 Design and development inputs 8.3.4 Design and development controls 8.3.5 Design and development outputs 8.3.6 Design and development changes	Clause 8.3 of ISO 9001 expresses requirements for design and development management of products and/or services. The clause details requirements covering the entire lifecycle from planning, requirement review, design, controlling external providers, creating and releasing the product or service, and controlling nonconforming process outputs. See a sample document here: Procedure for Design and Development

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
8.3 Relationship and agreement 8.3.1 General 8.3.2 Business relationship management 8.3.3 Service level management 8.3.4 Supplier management 8.3.4.1 Management of external suppliers 8.3.4.2 Management of internal suppliers and customers acting as a supplier	8.4 Control of externally provided processes, products, and services 8.4.1 General 8.4.2 Type and extent of control 8.4.3 Information for external providers	Clause 8.3 of ISO 20000 expresses that a supplier may provide or operate services, service components, or (parts of) processes. Similar requirements for externally provided processes, products, and services are addressed in clause 8.4 of ISO 9001. Find out more about supplier management in ITIL and ISO 20000 in these articles: • ISO 20000 Supplier Management –You lead the game • ITIL Supplier management –The third party you depend on
8.4 Supply and demand 8.4.1 Budgeting and accounting for services 8.4.2 Demand management 8.4.3 Capacity management		There is no similar clause in ISO 9001.

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
8.5 Service design, build and transition 8.5.1 Change management 8.5.1.1 Change management policy 8.5.1.2 Change management initiation 8.5.1.3 Change management activities 8.5.2 Service design and transition 8.5.2.1 Plan new or changed services 8.5.2.2 Design 8.5.2.3 Build and transition 8.5.3 Release and deployment management	8.5 Production and service provision 8.5.1 Control of production and service provision 8.5.2 Identification and traceability 8.5.3 Property belonging to customers or external providers 8.5.4 Preservation 8.5.5 Post-delivery activities 8.5.6 Control of changes 8.6 Release of products and services	ISO 20000 provides detailed requirements for the transition into the live environment and requires that deployment of the services will be done using the Release and Deployment Management process. ISO 9001 partially overlaps with ISO 20000 requirements (by requiring that any developed service meet input requirements, and that any new service shall be verified against acceptance criteria) and defines that service, include monitoring and measurement requirements. Learn more about design and transition of new or changed services in the blog Design and transition of new or changed services in ISO 20000

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
8.6 Resolution and fulfilment 8.6.1 Incident management 8.6.2 Service request management 8.6.3 Problem management		There is no similar clause in ISO 9001.

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
8.7 Service assurance 8.7.1 Service availability management 8.7.2 Service continuity management 8.7.3 Information security management 8.7.3.1 Information security policy 8.7.3.2 Information security controls 8.7.3.3 Information security incidents		There is no similar clause in ISO 9001.

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
9 Performance evaluation	9 Performance evaluation	
9.1 Monitoring, measurement, analysis, and evaluation	9.1 Monitoring, measurement, analysis, and evaluation 9.1.1 General 9.1.2 Customer satisfaction 9.1.3 Analysis and evaluation	Both standards provide general information regarding the necessity for organizations to determine what needs to be monitored and measured, how, and when, as well as when the results will be analyzed. In ISO 9001, this clause goes further by also including more specific requirements for monitoring and measuring customer satisfaction. Learn more about Analysis of measuring and monitoring requirements in ISO 9001:2015
9.2 Internal audit	9.2 Internal audit	The same procedure for internal audit can be applied for both standards. Find out more in these articles: • Five Main Steps in ISO 9001 Internal Audit • How to prepare for an ISO 20000 internal audit

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
9.3 Management review	9.3 Management review 9.3.1 General 9.3.2 Management review inputs 9.3.3 Management review outputs	Even though this clause is organized differently in the two standards, they are fundamentally the same requirement. See more about management review in these articles: • How to make Management Review more useful in the QMS • What should be on the SMS management review agenda according to ISO 20000?
9.4 Service reporting		ISO 20000 includes requirements for reporting on the performance and effectiveness of the SMS. The reports shall be produced using SMS activities and service delivery data. Also, trends should be included in the reports. Reports shall be provided to and reviewed by management to support informed decision making on the SMS.
10 Improvement	10 Improvement	
	10.1 General	There is no similar clause in ISO 20000.

ISO/IEC 20000-1:2018	ISO 9001:2015	Explanation
10.1 Nonconformity and corrective action	10.2 Nonconformity and corrective action 8.7 Control of nonconforming outputs	Organized slightly differently, but fundamentally, clause 10.1 of ISO 20000 and clauses 10.2 and 8.7 of ISO 9001 express the same requirements.
10.2 Continual improvement	10.3 Continual improvement	Like in every management system, there is great emphasis placed on continual improvement. Furthermore, at its essence, clause 10.3 of ISO 9001 is the same as clause 10.2 of ISO 20000. However, ISO 20000 provides more specific information on improvement activities for the SMS. Read the ITIL CSI 7-step improvement process: How to analyze and present findings

Useful resources

These online materials will help you with ISO 20000 implementation:

- Here you can download a free preview of the ISO 20000 Documentation Toolkit - in this free preview, you will be able to see the Table of Contents of each of the mentioned documented procedures, as well as a few sections from each document.

- If you are not sure where to start, the webinar How to use a Documentation Toolkit for the implementation of ITIL / ISO 20000 is the perfect solution for you.

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