[Organization logo]

[Organization name]

**PROJECT PLAN**  
**for Implementation of the Service Management System according to ISO/IEC 20000-1**

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| --- | --- |
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| Version: |  |
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# Purpose, scope and users

The purpose of the Project Plan is to clearly define the objective of the Service Management System (SMS) implementation project, documents to be written, deadlines, and roles and responsibilities in the project.

The Project Plan is applied to all activities performed in the SMS implementation project.

Users of this document are members of [top management] and members of the project team.

# Reference documents

* ISO/IEC 20000 standard
* [decision or any similar document prescribing project launching]
* [methodology for project management]

# SMS implementation project

## Project objective

To implement the Service Management System in accordance with the ISO 20000 standard by [date] at the latest.

## Project results

During the SMS implementation project, the following documents (some of which contain appendices that are not expressly stated here) will be written:

**SMS General requirements-related documents**

* Communication Procedure
* Service Level Requirements
* SMS Policy
* SMS Plan
* Service Report
* Service Improvement Plan
* Procedure for Document and Record Control
* Procedure for Internal Audit
* Continual Service Improvement Process
* Risk Assessment and Treatment
* List of Services
* Training and Awareness Plan
* Internal Audit Report
* Management Review Minutes
* Corrective and Preventive Action Form
* Service Report

**Design and transition of new or changed services-related documents**

* Design and Transition of New or Changed Services Process
* Service Design Package

**Service Delivery processes-related documents**

* Service Level Management Process
* Service Catalogue
* Service Level Agreement
* Operational Level Agreement
* Service Continuity and Availability Management Process
* Availability Measurement Report
* Service Continuity Plan
* Availability Plan
* ITSC Plan Test and Review Report
* Budgeting and Accounting for Services Process
* Capacity Management Process
* Capacity Plan
* Information Security Management Process
* Information Security Management Policy

**Relationship processes-related documents**

* Business Relationship Management Process
* Customer Portfolio
* Customer Complaint Report
* Supplier Management Process
* Supplier Contract
* Supplier Performance Report

**Resolution processes-related documents**

* Incident and Service Request Management Process
* Incident Record
* Service Request Record
* Problem Management Process
* Problem Record
* Known Error Record

**Control processes-related documents**

* Configuration Management Process
* CMDB
* Change Management Process
* Change Management Policy
* Request for Change and Change Record
* Release and Deployment Management Process
* Release and Deployment Planning
* Customer Release and Deployment Management Policy

## Deadlines

Deadlines for acceptance of individual documents in the course of SMS implementation are as follows:

|  |  |
| --- | --- |
| ***Document*** | ***Deadlines for document acceptance*** |
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Final presentation of project results is planned for [date].

## Project organization

### Project sponsor

Each project has an assigned "sponsor" who does not actively participate in the project. The project sponsor must be briefed regularly by the project manager about the project status and intervene if the project is halted.

[Name, job title] has been appointed project sponsor.

### Project manager

The role of the project manager is to ensure resources necessary for project implementation, to coordinate the project, to inform the sponsor about the progress, and to carry out administrative work related to the project. The project manager's authorities should be such as to ensure uninterrupted project implementation within set deadlines.

[Name, job title] has been appointed project manager.

### Project team

The role of the project team is to assist in various aspects of project implementation, to perform tasks as specified in the project, and to make decisions about various issues that require a multidisciplinary approach. The project team meets each time before the final version of a document from section 2 of this Project Plan is completed, and in all other cases when the project manager deems it necessary.

### Consultant

The role of the consultant is to provide expert support and document templates, and to steer the project in the right direction.

[Name] from the consulting company [company name] will work on the project.

*Table of participants in the project*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Name* | *Organizational unit* | *Job title* | *Phone* | *E-mail* |
|  |  |  |  |  |
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## Main project risks

The main risks in the implementation of the project are the following:

1. Extension of deadlines in the SMS setup phase
2. Extension of deadlines in the process implementation phase
3. Performing activities that incur unnecessary costs and waste time

Measures to reduce the above-mentioned risks are the following:

* The project manager monitors that all activities in the project are performed within defined deadlines, and seeks intervention by the project sponsor in a timely manner.
* Hiring a consultant to ensure that time or resources are not spent on activities that are not important for the project, and that individual activities are not headed in the wrong direction.
* Hiring a consultant to propose the most cost-effective controls.

## Tools for project implementation, reporting

A shared folder including all documents produced during the project will be created on the local network. All members of the project team will have access to these documents. Only the project manager [and members of the project team] will be authorized to make changes and delete files.

The project manager will prepare a project implementation report on a monthly basis and forward it to the project sponsor.

# Managing records kept on the basis of this document

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Record name | Storage location | Person responsible for storage | Control for record protection | Retention time |
| Project implementation report (in electronic form) | Shared folder for project-related activities | Project manager | Only the project manager is authorized to edit data. | The report is stored for a period of 3 years. |

# Validity and document management

This document is valid as of [date].

Owner of this document is [job title].

[Job title]

[Name]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[Signature]