[Organization logo]

[Organization name]

**PROJECT PROPOSAL FOR ISO 20000 IMPLEMENTATION**

|  |  |
| --- | --- |
| Code: |  |
| Version: |  |
| Date of version: |  |
| Created by: |  |
| Approved by: |  |
| Confidentiality level: |  |

**Change history**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Created by** | **Description of change** |
| xx/xx/2021 | 0.2 | 20000Academy | Review and update of template |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Table of contents**

[1. Reasoning 2](#_Toc64301991)

[2. Purpose 2](#_Toc64301992)

[3. Project duration and structure 3](#_Toc64301993)

[4. Resources 3](#_Toc64301994)

[5. Deliverables 4](#_Toc64301995)

[5.1 SMS General requirements-related documents 4](#_Toc64301996)

[5.2 Design and transition of new or changed services 4](#_Toc64301997)

[5.3 Service delivery processes 4](#_Toc64301998)

[5.4 Relationship processes 4](#_Toc64301999)

[5.5 Resolution processes 4](#_Toc64302000)

[5.6 Control processes 5](#_Toc64302001)

# Reasoning

Primary reasons for ISO 20000 implementation are:

* dedication to excellence in managing services, which will be acknowledged by formal certification
* higher load of competitor activities, which require optimization of operational processes
* increase in number and complexity of the services
* higher customer demand in scope of existing services

Secondary reasons to implement ISO 20000 are:

* demand to manage performance, capacity and availability of existing services
* need to manage suppliers and internal support groups

# Purpose

The purpose of the project is to:

* gain ISO 20000 certification
* increase quality of provided services and their operational support
* increase customer satisfaction with provided services and their support
* increase competitiveness of [organization name]
* reduce risks associated with service delivery and IT Service Management process activities and functions
* reduce costs

# Project duration and structure

The implementation project is divided into different phases:

1. Planning, initiation and assessment – project is set and assessment of existing processes and IT Service Management organization is carried out. Gap analysis is performed.
2. Implementation – implementation of SMS, i.e. requirements defined in ISO 20000
3. Consolidation – review of the results and comparison to the requirements, setup of ongoing improvement activities

Project is led by [role description]. Main milestones of the implementation project are:

|  |  |
| --- | --- |
| **Milestone** | **Due date** |
| Initiation |  |
| Planning |  |
| Assessment |  |
| Implementation |  |
| Internal Audit |  |
| Result Review |  |
| Certification |  |
| Continual Service Improvement Setup |  |

Detailed content of the milestones and respective responsibilities are described in the Project Plan document.

# Resources

Resources required to implement the project include human, financial and technical resources.

Financial resources include:

* Amount: [define amount of money needed to finish the project]
  + Cost types: [split costs according to the cost type and include all resources listed here, e.g. human resources – internal and external, technical and other]

Human resources include:

* Internal resources – [list internal resources, e.g. group name, project name, etc.]
  + Competency – [list necessary competence level of resources doing the work]
* External resources – [list all external resources, e.g. consulting company, etc.]
  + Competency – [list necessary competence level of resources doing the work]

Technical resources include:

* Tool – tool name: [enter tool name]
* Equipment – [list equipment needed]

Other resources include:

* Documentation – [list all documentation that is required, e.g. ISO 20000 toolkit, ISO 200000 – 1 standard]

# Deliverables

This section lists deliverables of the project and benefits achieved with their implementation.

## SMS General requirements-related documents

* Management responsibility
* Governance of processes operated by other parties
* Documentation management
* Resource management
* Establish and improve the SMS

## Design and transition of new or changed services

* General requirements
* Plan new or changed services
* Design and development of new or changed services
* Transition of new or changed services

## Service delivery processes

* Service level management
* Service reporting
* Service continuity and availability management
* Budgeting and accounting for services
* Capacity management
* Information security management

## Relationship processes

* Business relationship management
* Supplier management

## Resolution processes

* Incident and service request management
* Problem management

## Control processes

* Configuration management
* Change management
* Release and deployment management