SKEDMIA

ISO/IEC 20000-1:2018

Information technology — Service management — Part 1: Service management system requirements

GUIDE

Document Master List

Controlled list of every document supplied in the ISO/IEC 20000-1:2018 kit, with its revision status and owner.

Document control

Document number	GDE-02	**Revision**	0
Document title	Document Master List	**Issue date**	[Date]
Document owner	Management Representative	**Next review**	[Date]
Management system	Service Management System	**Classification**	Internal
Standard clauses	7.5	**Status**	For approval

	Name	Position	Signature / Date
Prepared by	[Name]	[Position]	
Reviewed by	[Name]	[Position]	
Approved by	[Name]	[Position]	

Rev.	Date	Description of change	Author
0	[Date]	First issue.	[Name]

Before you issue this document

Replace every highlighted placeholder such as [Organisation Name] with your own details, delete any clause that does not apply to your scope, and have the document approved by the roles named above. Record the approval in the revision history — an auditor will ask who approved it and when.

This master list records every document in the ISO/IEC 20000-1:2018 Complete Documentation Kit. It is the register required by the standard's documented-information clause: when [Organisation Name] adopts the kit, update the revision and issue-date columns as each document is approved, and add any document created locally.

How to use this list

Keep one controlled copy. Every time a document is revised, raise its revision number here and on the document's own cover page. An auditor will normally ask for this list first and sample from it.

Doc. No	Document title	Clause(s)	Owner
00 Read Me First			
GDE-01	Kit Guide and Implementation Roadmap	4.1, 5.1, 6, 8, 9, 10.2	Service Management Lead
01 Manual			
MAN-01	Service Management System Manual	4.1, 4.2, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 7.1, 7.2, 7.3, 7.4, 7.5, 8.1, 9.1, 9.2, 9.3, 10.1, 10.2	Service Management Lead
MAN-02	Scope and Boundaries of the Service Management System	4.3, 4.4	Service Management Lead
02 Policies			
POL-01	Service Management System Policy	5.2	Top Management
POL-02	Change Management Policy	8.5.1.1	Service Management Lead
POL-03	Information Security Policy for the Services	8.7.3.1	Top Management
03 Procedures			
PRO-01	Context of the Organisation and Interested Parties	4.1, 4.2	Service Management Lead
PRO-02	Risks and Opportunities	6.1	Service Management Lead
PRO-03	Objectives and Planning to Achieve Them	6.2	Service Management Lead
PRO-04	Competence, Training and Awareness	7.2, 7.3	HR Manager
PRO-05	Communication	7.4	Service Management Lead
PRO-06	Control of Documented Information	7.5	Service Management Lead
PRO-07	Knowledge Management Procedure and Knowledge Base	7.6	Service Management Lead
PRO-08	Operational Planning and Control	8.1	Service Delivery Manager

Doc. No	Document title	Clause(s)	Owner
PRO-09	Service Portfolio, Service Planning and Catalogue Management	8.2.1, 8.2.2, 8.2.4	Service Delivery Manager
PRO-10	Governance of the Other Parties Involved in the Service Lifecycle	8.2.3, 1.2	Service Management Lead
PRO-11	Asset and Configuration Management Procedure with Configuration Information Specification	8.2.5, 8.2.6	Service Delivery Manager
PRO-12	Business Relationship, Satisfaction and Complaints Management	8.3.2	Service Management Lead
PRO-13	Service Level Management Procedure and SLA Template	8.3.3	Service Management Lead
PRO-14	Supplier, Contract and Agreement Management	8.3.4, 8.3.4.1, 8.3.4.2	Procurement Manager
PRO-15	Supply and Demand: Budgeting, Accounting, Demand and Capacity	8.4.1, 8.4.2, 8.4.3	Service Management Lead
PRO-16	Change Management Procedure including Emergency Changes	8.5.1.2, 8.5.1.3	Service Delivery Manager
PRO-17	Service Design, Build, Transition and Release	8.5.2.1, 8.5.2.2, 8.5.2.3, 8.5.3	Service Delivery Manager
PRO-18	Incident and Service Request Management	8.6.1, 8.6.2	Service Delivery Manager
PRO-19	Major Incident Procedure and Post-Incident Review	8.6.1	Service Delivery Manager
PRO-20	Problem Management Procedure and Known Error Records	8.6.3	Service Delivery Manager
PRO-21	Service Availability Management and Availability Report	8.7.1	Service Delivery Manager
PRO-22	Information Security Controls Statement and Security Incident Handling	8.7.3.2, 8.7.3.3	Service Management Lead
PRO-23	Monitoring, Measurement, Analysis and Evaluation	9.1	Service Management Lead
PRO-24	Service Reporting Procedure and Report Pack	9.4	Service Management Lead
PRO-25	Internal Audit	9.2	Lead Internal Auditor
PRO-26	Management Review	9.3	Top Management
PRO-27	Nonconformity, Corrective Action and Continual Improvement	10.1, 10.2	Service Management Lead
04 Forms, Registers & Templates			
FRM-01	Context and Issues Analysis	4.1	Service Management Lead
FRM-02	Roles, Responsibilities and Authorities Matrix	5.3, 5.1	Top Management

Doc. No	Document title	Clause(s)	Owner
FRM-03	Competence Matrix and Training Record	7.2	HR Manager
FRM-04	Request for Change Form, Change Register and Change Schedule	8.5.1	Service Delivery Manager
FRM-05	Communication Log and Suggestion Form	7.4	Service Management Lead
FRM-06	Internal Audit Plan and Report	9.2	Lead Internal Auditor
FRM-07	Management Review Minutes and Actions	9.3	Top Management
FRM-08	Document Change Request	7.5	Service Management Lead
04 Forms, Registers & Templates			
REG-01	Interested Parties and Requirements Register	4.2	Service Management Lead
REG-02	Service Catalogue and Service Requirements Specification	8.2.2, 8.2.4, 8.3.3	Service Delivery Manager
REG-03	Register of Services, Components and Processes Provided by Other Parties	8.2.3, 4.3	Service Management Lead
REG-04	Legal and Other Requirements Register	4.2	Service Management Lead
REG-05	Risk and Opportunity Register	6.1	Service Management Lead
REG-06	Supplier Contract and Agreement Register with Evaluation and Dispute Log	8.3.4.1, 8.3.4.2	Procurement Manager
REG-07	Objectives and Action Plan Tracker	6.2	Service Management Lead
REG-08	Nonconformity and Corrective Action Register	10.1	Service Management Lead
REG-09	Continual Improvement Register	10.2	Service Management Lead
05 Plans & Programmes			
PLN-01	Service Management Plan	6.3	Service Management Lead
PLN-02	SMS Implementation Plan	4.1, 6, 8, 9	Service Management Lead
PLN-03	Service Continuity Plan, Test Programme and Test Results	8.7.2	Service Delivery Manager
PLN-04	Annual Internal Audit Programme	9.2	Lead Internal Auditor
PLN-05	Competence and Training Plan	7.2, 7.3	HR Manager

Doc. No	Document title	Clause(s)	Owner
PLN-06	Communication Plan	7.4	Service Management Lead
06 Checklists			
CHK-01	ISO/IEC 20000-1:2018 Gap Analysis Checklist	—	Service Management Lead
CHK-02	Internal Audit Checklist	9.2	Lead Internal Auditor
CHK-03	Certification Readiness Checklist	—	Service Management Lead
07 Internal Auditor Training Pack			
TRN-01	Internal Auditor Participant Handbook	9.2	Service Management Lead
TRN-02	Trainer's Guide	9.2	Service Management Lead
TRN-03	Presentation Slides Outline	9.2	Service Management Lead
TRN-04	Exercises and Case Studies	9.2	Service Management Lead
TRN-05	Examination	9.2	Service Management Lead
TRN-06	Examination Answer Key and Marking Scheme	9.2	Service Management Lead
TRN-07	Course Forms	9.2	Service Management Lead
TRN-08	Certificate of Training Template	9.2	Service Management Lead

Revision status

Record the approved revision of each document as it is issued. Rows are pre-filled at revision 0 (first issue).

Doc. No	Rev.	Issue date	Approved by	Next review
GDE-01	0	[Date]	[Name]	[Date]
MAN-01	0	[Date]	[Name]	[Date]
MAN-02	0	[Date]	[Name]	[Date]
PLN-01	0	[Date]	[Name]	[Date]
POL-01	0	[Date]	[Name]	[Date]
POL-02	0	[Date]	[Name]	[Date]
POL-03	0	[Date]	[Name]	[Date]

Doc. No	Rev.	Issue date	Approved by	Next review
PRO-01	0	[Date]	[Name]	[Date]
PRO-02	0	[Date]	[Name]	[Date]
PRO-03	0	[Date]	[Name]	[Date]
PRO-04	0	[Date]	[Name]	[Date]
PRO-05	0	[Date]	[Name]	[Date]
PRO-06	0	[Date]	[Name]	[Date]
PRO-07	0	[Date]	[Name]	[Date]
PRO-08	0	[Date]	[Name]	[Date]
PRO-09	0	[Date]	[Name]	[Date]
PRO-10	0	[Date]	[Name]	[Date]
PRO-11	0	[Date]	[Name]	[Date]
PRO-12	0	[Date]	[Name]	[Date]
PRO-13	0	[Date]	[Name]	[Date]
PRO-14	0	[Date]	[Name]	[Date]
PRO-15	0	[Date]	[Name]	[Date]
PRO-16	0	[Date]	[Name]	[Date]
PRO-17	0	[Date]	[Name]	[Date]
PRO-18	0	[Date]	[Name]	[Date]
PRO-19	0	[Date]	[Name]	[Date]
PRO-20	0	[Date]	[Name]	[Date]
PRO-21	0	[Date]	[Name]	[Date]
PRO-22	0	[Date]	[Name]	[Date]
PRO-23	0	[Date]	[Name]	[Date]
PRO-24	0	[Date]	[Name]	[Date]
PRO-25	0	[Date]	[Name]	[Date]
PRO-26	0	[Date]	[Name]	[Date]
PRO-27	0	[Date]	[Name]	[Date]
FRM-01	0	[Date]	[Name]	[Date]
REG-01	0	[Date]	[Name]	[Date]
REG-02	0	[Date]	[Name]	[Date]
REG-03	0	[Date]	[Name]	[Date]
REG-04	0	[Date]	[Name]	[Date]
FRM-02	0	[Date]	[Name]	[Date]
REG-05	0	[Date]	[Name]	[Date]
REG-06	0	[Date]	[Name]	[Date]

Doc. No	Rev.	Issue date	Approved by	Next review
REG-07	0	[Date]	[Name]	[Date]
FRM-03	0	[Date]	[Name]	[Date]
FRM-04	0	[Date]	[Name]	[Date]
FRM-05	0	[Date]	[Name]	[Date]
FRM-06	0	[Date]	[Name]	[Date]
FRM-07	0	[Date]	[Name]	[Date]
REG-08	0	[Date]	[Name]	[Date]
REG-09	0	[Date]	[Name]	[Date]
FRM-08	0	[Date]	[Name]	[Date]
PLN-02	0	[Date]	[Name]	[Date]
PLN-03	0	[Date]	[Name]	[Date]
PLN-04	0	[Date]	[Name]	[Date]
PLN-05	0	[Date]	[Name]	[Date]
PLN-06	0	[Date]	[Name]	[Date]
CHK-01	0	[Date]	[Name]	[Date]
CHK-02	0	[Date]	[Name]	[Date]
CHK-03	0	[Date]	[Name]	[Date]
TRN-01	0	[Date]	[Name]	[Date]
TRN-02	0	[Date]	[Name]	[Date]
TRN-03	0	[Date]	[Name]	[Date]
TRN-04	0	[Date]	[Name]	[Date]
TRN-05	0	[Date]	[Name]	[Date]
TRN-06	0	[Date]	[Name]	[Date]
TRN-07	0	[Date]	[Name]	[Date]
TRN-08	0	[Date]	[Name]	[Date]

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Information technology — Service management — Part 1: Service management system requirements

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Clause Cross-Reference Matrix

Shows which kit document answers each clause of ISO/IEC 20000-1:2018 — the table certification bodies ask for at stage 1.

Document control

Document number	GDE-03	**Revision**	0
Document title	Clause Cross-Reference Matrix	**Issue date**	[Date]
Document owner	Management Representative	**Next review**	[Date]
Management system	Service Management System	**Classification**	Internal
Standard clauses	—	**Status**	For approval

	Name	Position	Signature / Date
Prepared by	[Name]	[Position]	
Reviewed by	[Name]	[Position]	
Approved by	[Name]	[Position]	

Rev.	Date	Description of change	Author
0	[Date]	First issue.	[Name]

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Use this matrix to demonstrate that every requirement of ISO/IEC 20000-1:2018 is addressed by documented information. Complete the final column with the evidence or record that proves the requirement is being met in practice, and take it to the stage 1 audit.

Good practice

Auditors use a matrix like this to plan their sample. A complete, honest matrix shortens stage 1 considerably; an aspirational one invites a deeper audit.

Clause	Kit document(s)	Evidence / records in use
1.2	PRO-10	
4.1	FRM-01, GDE-01, MAN-01, PLN-02, PRO-01	
4.2	MAN-01, PRO-01, REG-01, REG-04	
4.3	MAN-01, MAN-02, REG-03	
4.4	MAN-01, MAN-02	
5.1	FRM-02, GDE-01, MAN-01	
5.2	MAN-01, POL-01	
5.3	FRM-02, MAN-01	
6	GDE-01, PLN-02	
6.1	MAN-01, PRO-02, REG-05	
6.2	MAN-01, PRO-03, REG-07	
6.3	PLN-01	
7.1	MAN-01	
7.2	FRM-03, MAN-01, PLN-05, PRO-04	
7.3	MAN-01, PLN-05, PRO-04	
7.4	FRM-05, MAN-01, PLN-06, PRO-05	
7.5	FRM-08, MAN-01, PRO-06	
7.6	PRO-07	
8	GDE-01, PLN-02	
8.1	MAN-01, PRO-08	
8.2.1	PRO-09	
8.2.2	PRO-09, REG-02	
8.2.3	PRO-10, REG-03	
8.2.4	PRO-09, REG-02	
8.2.5	PRO-11	
8.2.6	PRO-11	
8.3.2	PRO-12	
8.3.3	PRO-13, REG-02	

Clause	Kit document(s)	Evidence / records in use
8.3.4	PRO-14	
8.3.4.1	PRO-14, REG-06	
8.3.4.2	PRO-14, REG-06	
8.4.1	PRO-15	
8.4.2	PRO-15	
8.4.3	PRO-15	
8.5.1	FRM-04	
8.5.1.1	POL-02	
8.5.1.2	PRO-16	
8.5.1.3	PRO-16	
8.5.2.1	PRO-17	
8.5.2.2	PRO-17	
8.5.2.3	PRO-17	
8.5.3	PRO-17	
8.6.1	PRO-18, PRO-19	
8.6.2	PRO-18	
8.6.3	PRO-20	
8.7.1	PRO-21	
8.7.2	PLN-03	
8.7.3.1	POL-03	
8.7.3.2	PRO-22	
8.7.3.3	PRO-22	
9	GDE-01, PLN-02	
9.1	MAN-01, PRO-23	
9.2	CHK-02, FRM-06, MAN-01, PLN-04, PRO-25, TRN-01, TRN-02, TRN-03, TRN-04, TRN-05, TRN-06, TRN-07, TRN-08	
9.3	FRM-07, MAN-01, PRO-26	
9.4	PRO-24	
10.1	MAN-01, PRO-27, REG-08	
10.2	GDE-01, MAN-01, PRO-27, REG-09	

*End of document · **GDE-03** Clause Cross-Reference Matrix · ISO/IEC 20000-1:2018 Documentation Kit ·*