



Will the true 'service management plan' rise?

I'm puzzled.

Looking at ISO20000, management commitment should be illustrated by "ensuring that **the service management plan** is created, implemented and maintained in order to adhere to the policy, achieve the objectives for service management and fulfil the service requirements".

There shall be a "**documented service management plan**", including at least "the scope of the SMS". Planning shall take into consideration "the service management policy, service requirements and requirements in the Plan part of ISO/IEC 20000".

According to ISO20000-1, "The **service management plan** shall contain or include a reference to at least the following:

- a) service management objectives that are to be achieved by the service provider;
- b) service requirements;
- c) known limitations which can impact the SMS;
- d) policies, standards, statutory and regulatory requirements and contractual obligations;
- e) framework of authorities, responsibilities and process roles;
- f) authorities and responsibilities for plans, service management processes and services;
- g) human, technical, information and financial resources necessary to achieve the service management objectives;
- h) approach to be taken for working with other parties involved in the design and transition of new or changed services process;
- i) approach to be taken for the interfaces between service management processes and their integration with the other components of the SMS;
- j) approach to be taken for the management of risks and the criteria for accepting risks;
- k) technology used to support the SMS;
- l) how the effectiveness of the SMS and the services will be measured, audited, reported and improved."

Looking at the latest ITIL Glossary, there's no definition of this '**service management plan**'. In all 5 core books, the information on the term comes down to this:

"Activity-based demand management can daisy-chain demand patterns to ensure that the business plans of customers are synchronized with the **service management plans** of the service provider."

"CIs like**Service management plans**, including service level management plans, SLAs and SLRs, service improvement plan(s) (SIPs), capacity plans, availability plans, IT service continuity plans"

"The service provider shall define and include the scope of the SMS in the **service management plan**"

"Plans created for specific processes shall be aligned with the **service management plan**."

"The service provider shall implement and operate the SMS for the design, transition, delivery and improvement of services according to the **service management plan**,...."

"Service management plans:

- Service quality plan(s)
- Service improvement plans and
- Financial plans and budgets
- IT service continuity and recovery
- Capacity plan
- Availability plan
- Service support plans
- Release plans and schedules
- Service asset and configuration
- Change management plans and
- Service desk, incident management
- Supplier and contract plans."

So now I'm puzzled. Which is the true **service management plan**?