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# ***ITSM, ITIL® & ISO/IEC 20000 Implementation Toolkit List of Contents***

## **Document Control**

Reference: DOC  
Issue No:  
Issue Date: OCT 2011  
Page: 1 of 5

---

### **SMS 1 – Blank Templates**

Basic Checklist Template  
Basic Meeting Agenda Template  
Basic Meeting Minutes Template  
Basic Policy Template  
Basic Procedure Template  
Basic Schedule Template  
Basic Service Level Agreement Template  
Basic Work Instruction Template  
Log Template  
Meeting Agenda Template Initial Board Meeting  
Meeting Agenda Template Second Board Meeting  
Meeting Minutes template Initial Board Meeting  
Meeting Minutes Template Second Board Meeting  
Project Plan Template  
SMS Basic Meeting Agenda Template  
SMS Contact List  
SMS Contact Map  
SMS Procedure Template  
SMS Process RACI Template  
SMS Process Template

### **SMS 2 – Project Tools**

SMS Gap Analysis and Audit Checklist Tool (excel)  
SMS Gap Analysis and Audit Checklist Tool (word)  
SMS Overview  
SMS Project Implementation Plan

### **SMS 3 – Concepts and Terms**

SMS DOC 3.1 Glossary

### **SMS 4 – SMS General**

SMS 40 General

- SMS 40.01 Scope and Definition Applicability Guidance
- SMS DOC 40.1 Service Management Policy
- SMS DOC 40.2 CSI Policy
- SMS DOC 40.3 Change Management Policy
- SMS DOC 40.4 Information Security Policy

SMS 41 Management Responsibility

- SMS 41.0A Management Responsibility Guidance
- SMS REC 41.1 Asset Register
- SMS REC 41.2 Risk Register

SMS 42 Governance of Processes operated by other parties

- SMS 42.0A Governance of Processes Guidance

SMS 43 Documentation Management

- SMS DOC 43.1 Document Control Procedure

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[Organisation Name]

[Classified/unclassified]

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# **ITSM, ITIL® & ISO/IEC 20000 Implementation Toolkit List of Contents**

## **Document Control**

Reference: DOC  
Issue No:  
Issue Date: OCT 2011  
Page: 2 of 5

---

- SMS DOC 43.2 Control of Records Procedure
- SMS DOC 43.3 Retention of Records Procedure
- SMS REC 43.1 Documentation Register
- SMS 44 Resource Management
  - SMS 44.0A Guidance on Resource Management
- SMS 45 Establish and Improve the SMS
  - SMS REC 45.1 Service Management Plan Template
  - SMS REC 45.2 CSI Register
  - SMS 45A Plan and Set Up the SMS
    - SMS DOC 45A.1 Plan and Set Up the SMS Process
    - SMS DOC 45A.2 Plan and Set Up the SMS RACI
    - SMS DOC 45A.3 Plan and Set Up the SMS Procedure
  - SMS 45B Implement and Operate the SMS
    - SMS DOC 45B.1 Implement and Operate the SMS
    - SMS DOC 45B.2 Implement and Operate the SMS
    - SMS DOC 45B.3 Implement and Operate the SMS
  - SMS 45C Monitor and Review the SMS
    - SMS DOC 45C.1 Monitor and Review the SMS Process
    - SMS DOC 45C.2 Monitor and Review the SMS Process RACI
    - SMS DOC 45C.3 Monitor and Review the SMS Procedure
    - SMS DOC 45C.4 Internal Audit Procedure
    - SMS REC 45C.3A Management Review Record
    - SMS REC 45C.3B Non-Conformity Report Log
    - SMS REC 45C.3C Non-Conformity Report
    - SMS REC 45C.4A Audit Schedule
    - SMS REC 45C.4B Internal Audit Report Lead Sheet
  - SMS 45D Correct and Improve the SMS
    - SMS DOC 45D.1 Correct and Improve the SMS Procedure
    - SMS DOC 45D.2 Correct and Improve the SMS Process RACI
    - SMS DOC 45D.3 Correct and Improve the SMS Procedure
    - SMS REC 45D.1 Preventive Corrective Action Report

### **SMS 5 – Design and Transition**

- SMS DOC 50.1 Design and Transition Process
- SMS DOC 50.2 Design and Transition Process RACI
- SMS DOC 50.3 Design and Transition Procedure
- SMS REC 50.1 Design and Transition Review

### **SMS 6 – Service Delivery**

- SMS 61 Service Level Management
  - SMS DOC 61.1 Service Level Management Process
  - SMS DOC 61.2 Service Level Management Process RACI
  - SMS DOC 61.3 Service Level Management Procedure
  - SMS REC 61.1 Service Catalogue
- SMS 62 Service Reporting
  - SMS DOC 62.1 Service Reporting Process
  - SMS DOC 62.2 Service Reporting Process RACI
  - SMS DOC 62.3 Service Reporting Procedure

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[Organisation Name]

[Classified/unclassified]

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# **ITSM, ITIL® & ISO/IEC 20000 Implementation Toolkit List of Contents**

## **Document Control**

Reference: DOC  
Issue No:  
Issue Date: OCT 2011  
Page: 3 of 5

---

- SMS DOC 62.4 Service Report Design Checklist
- SMS REC 62.1 Service Report Register
- SMS 63 Service Continuity and Availability
  - SMS DOC 63A.1 Service Continuity Process
  - SMS DOC 63A.2 Service Continuity Management Process RACI
  - SMS DOC 63A.3 Service Continuity Management Procedure
  - SMS DOC 63B.1 Availability Management Process
  - SMS DOC 63B.2 Availability Management Process RACI
  - SMS DOC 63B.3 Availability Management Procedure
  - SMS REC 63A.1 Service Continuity Management Plan Template
  - SMS REC 63B.1 Availability Management Plan Template
- SMS 64 Budgeting and Accounting
  - SMS 64.0A Budgeting and Accounting Guidance
  - SMS DOC 64.3 Budgeting and Accounting Procedure
  - SMS DOC 64.1 Budgeting and Accounting Process
  - SMS DOC 64.2 Budgeting and Accounting Process RACI
- SMS 65 capacity Management
  - SMS DOC 65.3 Capacity Management Procedure
  - SMS DOC 65.1 Capacity Management Process
  - SMS DOC 65.2 Capacity Management Process RACI
  - SMS REC 65.1 Capacity Plan Template
- SMS 66 Information Security Management
  - SMS DOC 66.1 Information Security Management Process
  - SMS DOC 66.2 Information Security Process RACI
  - SMS DOC 66.3 Information Security Management Procedure
  - SMS DOC 66.4 Management Review of InfoSec Policy

### **SMS 7 – Relationship Management**

- SMS 70.0A Managing Service Contract and Agreements
- SMS DOC 71.1 Business Relationship Management Process
- SMS DOC 71.2 Business Relationship Management Process RACI
- SMS DOC 71.3 Business Relationship Management Procedure
- SMS DOC 72.1 Supplier Management Process
- SMS DOC 72.2 Supplier Management Process RACI
- SMS DOC 72.3 Supplier Management Procedure

### **SMS 8 – Resolution**

- SMS 81A & 81B Incident Management
  - SMS DOC 81A.1 Incident Management Process
  - SMS DOC 81A.2 Incident Management Process RACI
  - SMS DOC 81A.3 Incident Management Procedure
  - SMS DOC 81B.1 Major Incident Management Process
  - SMS DOC 81B.2 Major Incident Management Process RACI
  - SMS DOC 81B.3 Major Incident Management Procedure
  - SMS REC 81A.1 Incident Record
  - SMS REC 81B.1 Major Incident Review Report
- SMS 81C Service Request Management
  - SMS DOC 81C.1 Service Request Management Process

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[Organisation Name]

[Classified/unclassified]

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# ***ITSM, ITIL® & ISO/IEC 20000 Implementation Toolkit List of Contents***

## **Document Control**

Reference: DOC  
Issue No:  
Issue Date: OCT 2011  
Page: 4 of 5

---

- SMS DOC 81C.2 Service Request Management Process RACI
  - SMS DOC 81C.3 Service Request Management Procedure
  - SMS REC 81C.1 Service Request Record
- SMS 82 Problem Management
- SMS DOC 82.1 Problem Management Process
  - SMS DOC 82.2 Problem Management Process RACI
  - SMS DOC 82.3 Problem Management Procedure
  - SMS REC 82.1 Problem Record

### **SMS 9 – Control**

#### SMS 91 Configuration Management

- SMS DOC 91.1 Configuration Management Process
- SMS DOC 91.2 Configuration Management RACI
- SMS DOC 91.3 Configuration Management Procedure
- SMS REC 91.1 Configuration Management Plan Template
- SMS REC 91.2 Configuration Management Baseline Model Template

#### SMS 92 Change Management

- SMS DOC 92.1 Change Management Process
- SMS DOC 92.2 Change Management RACI
- SMS DOC 92.3 Change Management Procedure
- SMS REC 92.1 Change request

#### SMS 93 Release and Deployment

- SMS DOC 93.1 Release and Deployment Management Process
- SMS DOC 93.2 Release and Deployment Management Process RACI
- SMS DOC 93.3 Release and Deployment Management Procedure
- SMS REC 93.1 Release Policy Template
- SMS REC 93.2 Release and Deployment Plan Template

### **SMS 10 – Examples and Case Studies**

#### Case Studies

- Commercial Service Provider ISO/IEC 20000 Case Study

#### Human Resource Examples (QMS toolkit)

- QMS REC 7.1 Job Description
- QMS REC 7.2 Induction Checklist
- QMS REC 8.1 Training Record
- QMS REC 8.2 Training Matrix

#### Information Security Examples (ISMS toolkit)

- ISMS DOC 4.4 Risk Assessment Procedure
- ISMS DOC 7.1 Asset Inventory & Ownership
- ISMS DOC 9.11 Storage Media Disposal
- ISMS DOC 10.3 Username Administration
- ISMS DOC 10.8 Operational, Test & Development Environments
- ISMS DOC 10.18 Information Security Monitoring
- ISMS DOC 11.1 Access Control
- ISMS DOC 11.2 Access Control Rules & Rights
- ISMS DOC 11.3 User Access Management
- ISMS DOC 11.4 Individual User Agreement
- ISMS DOC 11.12 Teleworker Security

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[Organisation Name]

[Classified/unclassified]

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# **ITSM, ITIL® & ISO/IEC 20000 Implementation Toolkit List of Contents**

## **Document Control**

Reference: DOC  
Issue No:  
Issue Date: OCT 2011  
Page: 5 of 5

---

- ISMS DOC 11.13 Teleworker User Agreement
  - ISMS DOC 13.4 Collection of Evidence
  - ISMS REC 11.3 Teleworker Checklist
- Resource Management Examples (xxx toolkit)

### **SMS 11 – SMS and ITIL Best Practice support**

SMS 11.0.01 What is ITIL  
SMS 11.0.02 Adopting the ITIL service lifecycle  
SMS 11.0.02 How ITIL supports ISO/IEC 20000-1\_ITIL Update 2011  
SMS 11.0.52B Service Design Package Example – ITIL  
SMS 11.0.53A Service Acceptance Criteria Example – ITIL  
SMS 11.0.61A SLA and OLA Template – ITIL  
SMS 11.0.81A Incident Management Process Model Examples – ITIL  
SMS 11.0.81B Request Fulfillment Process Model Examples – ITIL  
SMS 11.0.82A Problem Management Process Model Examples – ITIL  
SMS 11.0.91A Configuration Structure Model Examples – ITIL  
SMS 11.0.92A Change Management Process Model Examples – ITIL

### **Other Documents**

Introduction to the SMS Implementation Toolkit  
SMS Document & Responsibilities Management Tool  
SMS Documentation Task Manager  
SMS Implementation Toolkit User Instructions  
SMS service Management Toolkit User Instructions  
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### **Change History Record**

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	<Manager>	Xx/yy/zz

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