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IT Operations Study Group

Report Back to Plenary – 14th May 2006

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Progress Report

- Scope set by SC7
- Interim Meeting
- Recommendations
- Outstanding Tasks

Scope



Establishment of Study Group – May 2005

Investigate the possibility of additional standards or guidance in the area of:

- Service Delivery and Management
- IT Governance
- Process and Maturity Assessment for IT Operations

Assess how SC7 standards address issues in these areas and come up with recommendations.

As part of the scope of this study group, the direction of future activities will be determined. This scope is contained in the area of software and software engineering.

Take into consideration:

- Consistency with existing SC7 standards that cover the areas of Process Definition, Service Delivery and Management, Process and Maturity Assessment and IT Governance
- Current state of Service Delivery and Management, IT Governance and Process and Maturity Assessment in represented countries

Interim Meeting

Bari, October 2005



Interim Meeting – October 2005

The following was achieved during the SC7 Interim Meeting in Bari, Italy in October 2005:

- It was agreed that experts in each standard in the IT Operations area would use ISO/IEC 20000 as a comparison, to be followed by a mirror comparison by an ISO/IEC 20000 expert
- The Study Group produced a first draft of a graphical representation of the IT Operations standards and frameworks

Recommendations



General Recommendations

- The Study Group endorses the clarified SC7 scope, to cover operational day-to-day IT practices:
 - *'Standardization of processes, **methods** and supporting technologies for the engineering **and management of software and ICT products, services, and systems throughout their life cycle.**'*
- Note: The processes, tools and technologies are within the scope of JTC1 terms of references and exclude specific tools and technologies that have been assigned by JTC1 to other JTC1 SCs.
- The Study Group recommends that a formal link be established between WG 25 and the Vocabulary Group, WG 22, to ensure that the work of harmonisation around definitions continues.

Recommendations – Service Management and Service Delivery

Audit Guidelines - Need for scoping audit guidance for ISO/IEC 20000, similar to the guidance provided in ISO/IEC 15504.

Comparisons - High level comparisons are still incomplete, and there is not enough information collected at this stage to suggest additional work across the area.

- Need to carry out detailed comparisons to show how ISO/IEC 20000 relates to the new Software Asset Management standard (ISO/IEC 17990) and the ISO/IEC 27000 series.

- Requirement to compare key processes such as defect resolution and configuration management across existing standards.

Process Assessment Models - There are numerous process assessment models available - the Study Group suggests that introducing an additional layer to link existing models into SC7 standards would be more useful than developing a new model.

Recommendations – ITC Governance

The Study Group recommends the development of an international IT governance standard, starting with the OECD guidelines for corporate governance and the Australian Standard AS 8015: Corporate Governance of Information and Communication Technology as a basis.

- The standard should include the best of governance guideline advice from ISACA and ITGI and should incorporate the control principles of CobiT.
- The Study Group recommends that a new group be set up to cover IT governance standards and practices.

Outstanding Tasks



Outstanding Tasks

The following tasks are still outstanding:

- Produce a full graphical representation of the standards, frameworks etc. in the area of IT Operations
- Complete the reverse comparisons for the ISO/IEC 20000 paired comparisons
- Report back on harmonisation issues identified
- Survey the national awareness of IT Operations standards
- Report back on process and maturity assessments aligned to SC7 standards

And finally..

Thank you to all of you who contributed. We look forward to the start of WG 25.

