

Идентификатор	Название	Статус		ГОСТ	
		текущей редакции	новой редакции	Идентификатор	Название
ISO/IEC TS 15504-8:2012	Information technology — Process assessment — Part 8: An exemplar process assessment model for IT service management	WDn			
ISO/IEC 20000-1:2005	Information technology — Service management — Part 1: Specification	WDn		ГОСТ Р ИСО/МЭК 20000-1-2010	Информационная технология. Менеджмент услуг. Часть 1. Спецификация
ISO/IEC 20000-1:2011	Information technology — Service management — Part 1: Service management system requirements	WDn		ГОСТ Р ИСО/МЭК 20000-1-2013	Информационная технология. Управление услугами. Часть 1. Требования к системе управления услугами
ISO/IEC 20000-1:2018	Information technology — Service management — Part 1: Service management system requirements	IS			
ISO/IEC 20000-2:2005	Information technology — Service management — Part 2: Code of practice	WDn		ГОСТ Р ИСО/МЭК 20000-2-2010	Информационная технология. Менеджмент услуг. Часть 2. Кодекс практической деятельности
ISO/IEC 20000-2:2012	Information technology — Service management — Part 2: Guidance on the application of service management systems	WDn			
ISO/IEC 20000-2:2019	Information technology — Service management — Part 2: Guidance on the application of service management systems	IS			
ISO/IEC 20000-3:2009	Information technology — Service management — Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1	WDn			
ISO/IEC 20000-3:2012	Information technology — Service management — Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1	WDn		ГОСТ Р ИСО/МЭК 20000-3-2014	Информационная технология. Менеджмент услуг. Часть 3. Руководство по определению области применения и применимости ИСО/МЭК 20000-1
ISO/IEC 20000-3:2019	Information technology — Service management — Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1	IS			
ISO/IEC TR 20000-4:2010	Information technology — Service management — Part 4: Process reference model	WDn			
ISO/IEC TR 20000-5:2010	Information technology — Service management — Part 5: Exemplar implementation plan for ISO/IEC 20000-1	WDn			
ISO/IEC TR 20000-5:2013	Information technology — Service management — Part 5: Exemplar implementation plan for ISO/IEC 20000-1	IS			
ISO/IEC DTS 20000-5.2	Information technology — Service management — Part 5: Implementation guidance for ISO/IEC 20000-1		DTS		
ISO/IEC 20000-6:2017	Information technology — Service management — Part 6: Requirements for bodies providing audit and certification of service management system	IS			
ISO/IEC 20000-7:2019	Information technology — Service management — part 7: Guidance on the integration and correlation of ISO/IEC 20000-1:2018 to ISO 9001:2015 and ISO/IEC 27001:2013	IS			
ISO/IEC TR 20000-9:2015	Information technology — Service management — Part 9: Guidance on the application of ISO/IEC 20000-1 to cloud services	WDn			
ISO/IEC TR 20000-10:2013	Information technology — Service management — Part 10: Concepts and terminology	WDn			
ISO/IEC TR 20000-10:2015	Information technology — Service management — Part 10: Concepts and terminology	WDn		ГОСТ Р 57392-2017/ISO/IEC TR 20000-10:2015	Информационные технологии. Управление услугами. Часть 10. Основные понятия и терминология
ISO/IEC 20000-10:2018	Information technology — Service management — Part 10: Concepts and vocabular	IS			
ISO/IEC TR 20000-11:2015	Information technology — Service management — Part 11: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: ITIL®	WDn			
ISO/IEC TR 20000-11:2021	Information technology — Service management — Part 11: Guidance on the relationship between ISO/IEC 20000-1 and service management frameworks: ITIL®	IS			
ISO/IEC 20000-12:2016	Information technology — Service management — Part 12: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: CMMI-SVC	WDn			
ISO/IEC 20000-12	Information technology — Service management — Part 12: Guidance on the relationship between ISO/IEC 20000-1 and service management frameworks: CMMI-SVC		AWI		
ISO/IEC WD 20000-13	Information technology — Service management — Part 13: Guidance on the relationship between ISO/IEC 20000-1:2018 and service management frameworks: COBIT		WD		
ISO/IEC TS 33054:2020	Information technology — Process assessment — Process reference model for service management	IS			
ISO/IEC TS 33074:2020	Information technology — Process assessment — Process capability assessment model for service management	IS			
ISO/IEC TR 90006:2013	Information technology — Guidelines for the application of ISO 9001:2008 to it service management and its integration with ISO/IEC 20000-1:2011	WDn			

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