

ISO/IEC JTC 1 "Information technology"

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JTC 1/SC 40 Business Plan 2022

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Description

This document is circulated for review and consideration at the November 2022 JTC 1 Plenary.

BUSINESS PLAN FOR ISO/IEC JTC 1/SC 40
IT SERVICE MANAGEMENT AND IT GOVERNANCE

1. Executive Summary

PERIOD COVERED: November 2021 – October 2022

SC 40 has published 26 ISO/IEC standards since its formation, including the release of three new Technical Specifications (ISO/IEC TS 20000-5, ISO/IEC TS 30105-6, ISO/IEC TS 38505-3) and an International Standard (ISO/IEC 38503) since November 2021. Ten projects are currently under development.

As of now, SC 40 has 34 P-members, 23 O-members and 14 liaison committees and organisations.

All SC 40 Working Groups continued meeting virtually due to COVID-19 restrictions during this period. SC 40 had its third virtual plenary in June 2022. The scope and work program of SC 40 are available [here](#).

2. Chairman's Remarks

2.1 Market requirements and Innovation

During the last two years the longer-term impacts of the COVID pandemic, regional conflict and reduced freedom of movement have become clearer. To name a few - supply chain disruption, skill shortages and a return to individual choices versus the wider community good. These have added to the challenges organizations and individuals face in a more virtually connected world with cross-border data flows, internet connected devices, data analytics and AI. Informed decision making, good governance and performance enhancing processes, services and systems are as important as ever.

ISO embraced the 15-year United Nations Sustainable Development Goals, and we support this initiative by indicating which goals our standards would contribute to. Market feedback from across the world shows the value of our guidance and management system standards. We continue to develop standards that are useful and easy to implement that bring real benefits to organizations, their stakeholders, customers and employees.

2.2 Accomplishments

The new Technical Specifications and Standards (20000-5, 30105-6, 38505-3, 38503, 38507) add to guidance on implementation of service management, ITES-BPO risk management, assessment of IT Governance, Governance of data and governance implications of the use of Artificial Intelligence (AI), that was developed jointly with JTC 1/SC 42.

Our SC 40 website provides a platform to communicate with a wider audience. Posts, articles, and videos are also made on LinkedIn, ISO and IEC platforms and JTC 1 Twitter. Early in 2022 our task force on communications resulted in the establishment of SC 40/AG 1 Communications.

SC 40 previously submitted the 20000 series and 38500 standards as horizontal deliverables/publications, we hope that by the end of 2022 JTC 1 will be able to agree the next step.

2.3 Resources

SC 40 experts have generously given their time and approached meetings with respect and passion in

the spirit of collaboration.

2.4 Competition and cooperation

Our strategy is for SC 40 to be a centre of excellence and definitive knowledge source of governance, services and BPO for the responsible and strategic use of IT, data and digital capabilities.

SC 40 continues to be proactive in cooperating with other committees and ad hoc groups within JTC 1, ISO and IEC. We continue to be involved in JTC 1/AHG 4 and more recently JTC 1/AHG 6 as well as SMCC. Current liaisons include ISO committees ISO/TC 309, ISO/TC 312, ISO/TC 176/SC 2, ISO/TC 307, ISO/TC 46 and ISO/IEC JTC 1 subcommittees SC 27, SC 42, SC 7, WG 13 and JTCG.

3 Working Groups (WGs)

3.1 WG 1 – Governance of Information Technology

Governance – as a distinct discipline – is growing in relevance across all professional verticals including in IT and data. JTC 1/SC 40/WG 1 is responsible for standardization activities in the domain on governance of information technologies as well as operational aspects of such governance. This does not mean however, that JTC 1/SC 40/WG1 should lead any and every governance initiative in IT. Instead, WG1 work is divided into:

- JTC 1/SC 40's own projects, which focus on general areas of concern – Governance of IT, digital technology and data - and where WG1 expertise has grown.
- JTC 1/SC 40 input into other projects – whether through liaisons, contributions, or joint work – where a perspective on governance issues is useful.

3.1.1 WG 1 Accomplishment

Currently, two projects are under development, which is detailed in the following sub-section.

3.1.2 WG 1 Deliverables

- ISO/IEC DIS 38500 Information technology - Governance of IT for the organization
- ISO/IEC WD TS 38508 Information Technology - Governance of IT - Governance Implications of the Use of Shared Digital Service Platform among Ecosystem Organizations

3.1.2.1 JWG Deliverables

ISO/IEC 38507:2022 Information technology — Governance of IT — Governance implications of the use of artificial intelligence by organizations (published April 2022) JWG with SC42 Artificial Intelligence

3.1.3 WG 1 Strategies, risks, and opportunities

The environment in which technology is used by business has been revolutionized since the model and principles within ISO/IEC 38500 were developed. As these changes warrant a review of the ISO/IEC 38500 family, JTC 1/SC 40/WG 1 will pursue reviewing and revising ISO/IEC 38500 family of standards. The strategies for WG 1 with respect to Governance of IT were developed in a June 2020 report of the SC 40 Ad hoc Group 1 – Review and Recommendations for ISO/IEC 38500 family of Standard.

JTC 1/SC 40/WG 1 will pursue liaison work as a way to promote the use or inclusion of the 38500-series of Standards in work developed elsewhere in the global standardization system.

3.2 WG 2 – Service management – Information technology

JTC 1/SC 40 WG2 is the Standards development environment for service management, including the ISO/IEC 20000 series. The series consists of international Standards and technical specifications for service management which are used by organizations, auditors, trainers, consultants, and customers. ISO/IEC 20000-1 specifies requirements for a service management system (SMS).

3.2.1 WG 2 Accomplishments

The JTC 1/SC 40 website led by JTC 1/SC 40 WG2 went live in early 2021. This site has developed into a communication outlet for SC 40 WG2 in the use, improvement, and measurement of ISO/IEC 20000-1:2018 initiatives. Eight articles and eight meeting updates have been posted over the past year with additional plans for 2022-23 to increase the use of and linkage to this site.

The last document to be updated to the 2018 edition in the 20000 series has been published:

- ISO/IEC TS 20000-5 Information technology — Service management — Part 5: Implementation guidance for ISO/IEC 20000-1.

3.2.2 WG 2 Deliverables

- ISO/IEC WD 20000-14 Information technology — Service management — Part 14: Guidance on the application of Service Integration and Management to ISO/IEC 20000-1. The initial review has occurred, and a second working draft is underway.
- ISO/IEC 20000-1:2018 has begun its preparation for the formal systematic review activities.

3.2.3 WG 2 Strategies, Risks and Opportunities

The 2018 revision of ISO/IEC 20000, in alignment with the common high-level structure for all ISO MSSs, will further facilitate the ability of organizations to integrate their service management system (SMS) with other ISO MSSs, including ISO 9001 and ISO/IEC 27001. As per weekly ISO reports, ISO/IEC 20000-1 is used and/or referenced in over 80 standards across the ISO library. It will also support service integration and multi-supplier services. As such, new work items that highlight these areas remain to the forefront of the SC 40/WG2 work program.

With the increased global focus on the importance of services, and those services are now being recognized as an enterprise-wide deliverable (not just an IT output), a 'new' emphasis has developed within the global service management community – Enterprise Service Management (ESM). In ESM, the traditionally IT-defined service management principles and requirements are now being applied across the organization. There is a need for a standard to support the 'generic' service lifecycle and facilitate alignment across other ISO Standards supporting specific service types. To facilitate this need, SC 40/WG 2 has pursued the TMB initiative of 'horizontal deliverables' and are working within that structure to associate ISO/IEC 20000-1:2018 as a horizontal deliverable.

This change in how service management is viewed within the global industry greatly impacts the work of SC 40/WG 2. While ISO/IEC 20000-1:2018 is still the seminal standard addressing service management from an IT perspective, it must not only address information and digital technologies, it must also be seen as applicable enterprise wide. No organization can deliver services without including the necessary technology – every service today has a basis in technology. But these services have

become the business plan of the organization and now incorporate, address, and in some cases, have become the main elements of business strategic plans. Therefore, ISO/IEC 20000-1:2018 must also evolve, hence the work within horizontal deliverables. Secondly, services are now measured, directly or indirectly, by customer satisfaction, and ultimately, customer delight. We have seen the power of the customer voice, if only in today's global events (e.g., pandemic, digital transformation). Therefore, SC 40/WG 2 must, with TC 312, link the delivery of excellent services to the achievement of customer delight and customer retention. Lastly, with the increasing velocity of service change and the use of Agile and Lean methodologies, SC 40/WG 2 is working with JTC 1/SC 7/WG 29 in the incorporation and/or application of Agile and DevOps methodologies with a service management system.

With these events in mind, several initiatives are being explored or progressed to new projects. These include:

- A new project addressing Agile and DevOps principles applied to an SMS, based on ISO/IEC 20000-1.
- Several exploratory groups addressing the following:
 - Guidance on measuring the efficacy of the SMS
 - Guidance on creating a green SMS
 - Guidance for education and training around service management based on ISO/IEC 20000-1

3.3 WG 3 – IT enabled services-Business Process Outsourcing

ISO/IEC 30105 provides the Standards and guidelines on delivery and consumption of the lifecycle elements involved in the ITES-BPO industry. WG 3's strategy is to follow recent business trends and address standardization needs in areas such as digital transformation, business process automations, and agile delivery practices. Further to enhance 30105 series such as exemplar for maturity assessment, guidelines on risk management guidelines, continual performance improvement (CPI) of ITES-BPO and guidelines on maturity assessment to support digital transformation as well as revisions of 30105 series. WG 3 plans to identify new work items from the emerging trends in the ITES-BPO industry and add new Standards for ITES-BPO. This includes Guidelines on risk management (TS 30105-6), Exemplar for maturity assessment (TR 30105-7), Continual Performance Improvement of ITES-BPO (FDIS 30105-8) and Guidelines on maturity assessment to support digital transformation (CD TS 30105-9). A revision of 30105-4 has been initiated and currently in FDIS stage. Revision of 30105-1, 2, 3, and 5 have been initiated and their DIS have been targetted for May 2023. 30105-8 has been moved to DIS stage and its FDIS registration has been targetted for July 2022.

3.3.1 WG 3 Accomplishments

ISO/IEC DTS 30105-6 Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes — Part 6: Guidelines on risk management was published in September 2021.

Currently, five projects are under development and detailed in the following section.

3.3.2 WG 3 Deliverables

- ISO/IEC 30105 (all 5 parts): Information Technology – IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes. Building on the series of Standards published in 2016 work is progressing on new Standards as described below.
- Proposal for a new Part 8 - Continual Performance Improvement of ITES-BPO. WG 3 initiated DIS

ballot in August 2021, which was approved in April 2022, and is targeted to be published November 2022.

- Proposal for a new Part 9 – Guidelines on maturity assessment to support digital transformation. WG 3 initiated the CD consultation in June 2022.
- Revision of 30105-4 “ITES-BPO lifecycle processes Part 4: Terms and concepts”. The project has been registered to revise 30105-4 by correcting errors on 30105-4:2016 and the new terms reflecting TS 30105-6. The FDIS registration has been initiated in July 2022.
- Proposal for a new work item - Digital maturity assessment in ITES-BPO. An ad hoc group on DX BPO has been completed in June 2020. An NWIP ballot for TS 30105-9 was approved in June 2021 and the CD consultation has been initiated in June 2022.
- Revisions of 30105-1/2/3/5. WG 3 decided to revise 30105-1, 2, 3 and 5. They have been moved to the CD consultation stage as of August 2022. The DIS registration has been targeted for May 2023.
- Marketing and promotion of ISO/IEC 30105:
An article on ISO/IEC 30105 was made available on LinkedIn and WG 3 information has been made available on the latest SC 40 website.

3.3.3 WG 3 Strategies, Risks, and Opportunities

Process automation, transformation, analytics are emerging in business process services on top of AI and BC/DLT technologies. New business models, such as solution providers, digital transformation, etc. are also coming up. These emerging areas in the Business Process Outsourcing industry offers the opportunity to explore new work items and guidance for the future. WG 3 discusses a roadmap development on the ITES-BPO industry and a collection of use cases on various BPO applications in order to identify future standardization needs. Active participation from the industry is always welcome.