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AS 8018.2—2004
BS 15000-2:2003

AS 8018.2—2004

Australian Standard™

ICT service management

Part 2: Code of practice for service management

[BSI title: IT service management Part 2: Code of practice for service management]

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PREFACE

This Standard was prepared by the Standards Australia Committee IT-030, IT Governance and Management. It is an adoption of BS 15000-2:2003 and is implemented with the permission of British Standards Publishing Limited.

This Standard is identical with, and has been reproduced from, BS 15000-2:2003, *IT service management,* Part 2*: Code of practice for service management*.

The objective of this Standard is to recommend common terminology for service providers; give a common basis for improvements in services and provide a framework for use by suppliers of service management tools.

This Standard is Part 2 of AS 8018—2004, *ICT service management*, which is published in parts as follows:

Part 1: Specification for service management
Part 2: Code of practice for service management (this Standard)

This Standard is to be used in conjunction with AS 8018.1—2004. It may also be used in conjunction with the following BSI publications:

(a) DISC PD 0005, *IT Service Management—A Managers Guide.*
(b) DISC PD 0015, *IT Service Management—Self-assessment Workbook.*

DISC PD 0005 serves as a management introduction to the detailed guidance in the IT Infrastructure Library (ITIL). The individual ITIL books offer expanded information and guidance on the subjects addressed within the scope of BS 15000, supported by the itSMF's Pocket Guide to IT Service Management and Dictionary of Service Management Terms, Acronyms and Abbreviations.

DISC PD 0015 is a checklist that complements this specification. This workbook has been designed to assist organizations to assess the extent to which their IT services conform to the specified requirements.

This preface specifies modifications that should be taken into account when reading BS 15000-1 as an Australian Standard.

In the Australian Standard, all references to IT (Information Technology) shall be assumed to refer to ICT (Information and Communications Technology).

It has been assumed in the drafting of this Standard that the execution of its provisions is entrusted to appropriately qualified and experienced people. Compliance with this Standard does not confer immunity from legal obligations. An Australian Standard does not purport to include all necessary provisions of a contract. Users of Australian Standards are responsible for their correct application. Australian users of this Standard should be familiar with the requirements of AS/NZS 4360:1999, *Risk management* and HB 231:2004, *Information security risk management guidelines.*

Any international Standards referenced should be replaced by an equivalent Australian Standard when one is available. The availability of equivalent Australian Standards can be determined either from the Standards Australia catalogue or from the Standards Australia website (www.standards.com.au).

As this Standard is reproduced from a British Standard, the following applies:

(a) Its number does not appear on each page of text and its identity is shown only on the cover and title page.

(b) In the source text 'BS 15000-2' should read 'this Australian Standard'.

(c) A full point should be substituted for a comma when referring to a decimal marker.

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References to International Standards should be replaced by references to Australian or Australian/New Zealand Standards, as follows:

Reference to International Standard		*Australian Standard*	
BS		AS	
15000	IT service management	8018	ICT service management
15000-1	Part 1: Specification for IT service management	8018.1	Part 1: Specification for IT service management

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