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Specification**

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20000-16**

**Information technology — Service
management —**

**Part 16:
Guidance on sustainability within a
service management system based
on ISO/IEC 20000-1**

Technologies de l'information — Gestion des services —

*Partie 16: Lignes directrices pour un système de management des
services durable basé sur l'ISO/IEC 20000-1*

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives or www.iec.ch/members_experts/refdocs).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html. In the IEC, see www.iec.ch/understanding-standards.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information Technology*, SC 40, *IT Service Management and IT Governance*.

A list of all parts in the ISO/IEC 20000 series can be found on the ISO and IEC websites.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

Introduction

Climate change and the decline of biodiversity in the last few decades have highlighted the effect of human actions on the planet and life. Recognizing this impact, the United Nations (UN) has called for a global partnership for sustainable development to improve human life and protect the environment. Sustainable development is defined as development that meets the needs of the present without compromising the ability of future generations to meet their own needs. The UN 2030 Agenda for Sustainable Development, which is adopted by all member states, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. This agenda includes 17 Sustainable Development Goals (SDGs) across three interdependent dimensions of sustainability, which are:

- environmental;
- social; and
- economic.

Many national and international standards, guidelines and documents have been published on how to better address environmental, social and economic world issues. In response to an ISO initiative (the London Declaration^[23]), ISO/IEC 20000-1 is an example of where sustainability can be built into the existing structure. Information technology (IT) has a critical role to play in the operation of services within any organization and has great potential to drive sustainable development.

This document provides guidance for sustainability within a service management system (SMS). Sustainability actions can span across diverse areas, including eco-responsibility, eco-labelling of products and services, moving to net zero greenhouse gas (GHG) emissions (i.e. negating the amount of greenhouse gases produced by human activity), social responsibility, circular economy, long-term viability and organizational culture change to deal with the present and prepare for the future. As sustainability is applied to an SMS, this guidance will focus on the three sustainability dimensions and not the specific actions to support sustainable operations (e.g. eco-responsibility, GHG). An SMS aligned to the sustainability strategy of the organization extends the focus from service resilience to sustainable service delivery and operations.

Organizations, through strategic planning and top management commitment, can directly minimize the environmental, social and economic adverse effects of service delivery throughout the service lifecycle. This strategy is reflected in the service management objectives, service management plan and ongoing activities/operations needed for service delivery.

An SMS focused on sustainability will provide opportunities for ongoing visibility, control of services and continual improvement, leading to greater effectiveness, efficiency and reduction of the impact on global resources. These benefits can arise from optimized IT asset utilization, responsible procurement, sustainable supplier management, improving data centre facilities, and operations management in terms of electricity, water, HVAC (Heating, Ventilation, Air Conditioning), hardware components, etc.

ISO/IEC 20000-1 has been written generically, which means that the type, size or nature of the services delivered makes no difference when applying the requirements. This document, following the structure of ISO/IEC 20000-1, focuses on which areas to consider for improving sustainability within an SMS. It does not state any performance criteria across the dimensions of sustainability. The complexity of an SMS focused on sustainability will depend solely on the context of the organization, the scope of operation, compliance obligations, and the nature of the organizational activities, products and services.

[Figure 1](#) illustrates an SMS showing the clause content of ISO/IEC 20000-1. Numbers in parentheses in [Figure 1](#) indicate ISO/IEC 20000-1 clause numbers.

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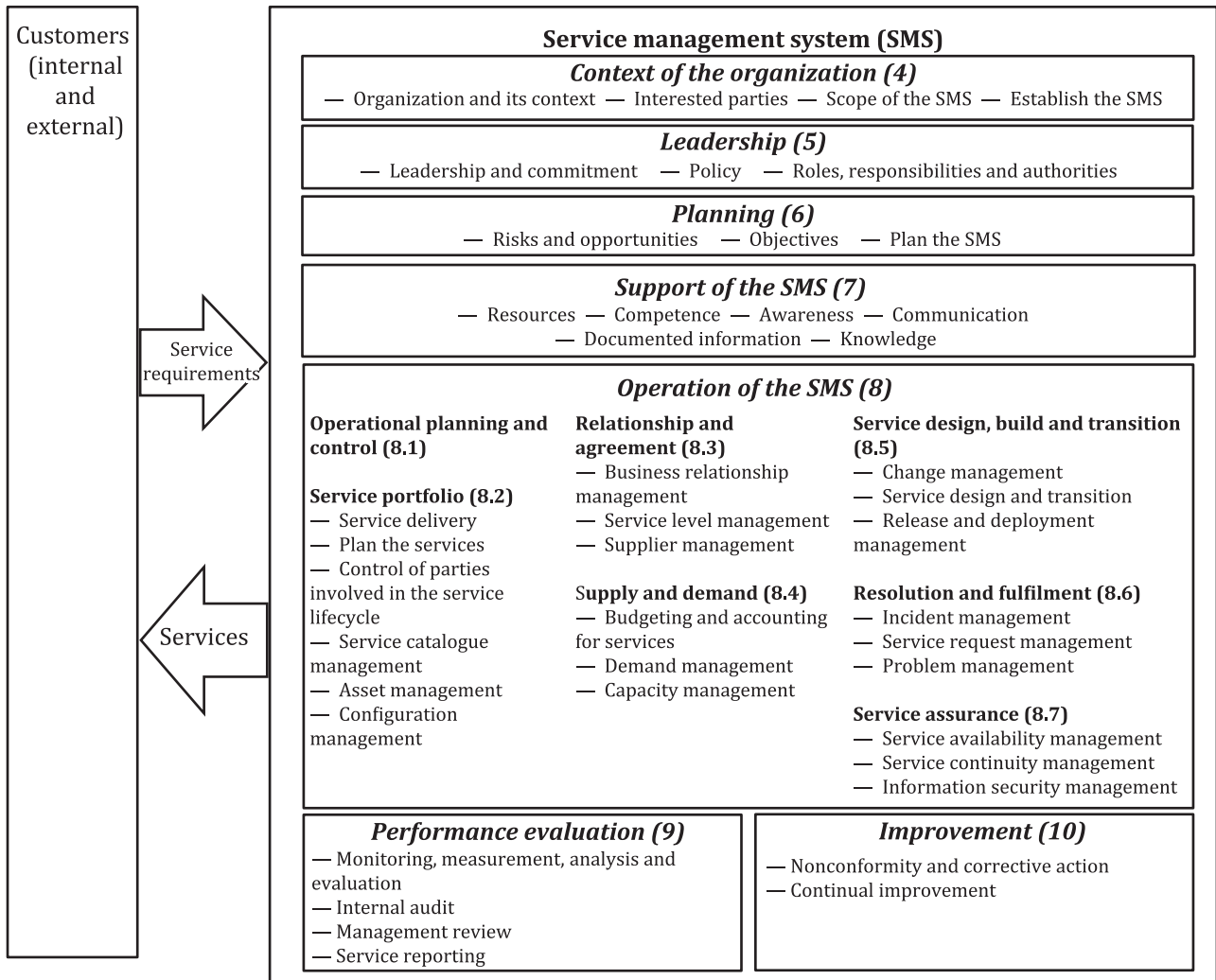


Figure 1 — Service management system (SMS)

Information technology — Service management —

Part 16:

Guidance on sustainability within a service management system based on ISO/IEC 20000-1

1 Scope

1.1 General

This document provides guidance for including sustainability within a service management system (SMS) based on the requirements defined in ISO/IEC 20000-1. It is aimed at:

- organizations that are intending to implement the requirements of ISO/IEC 20000-1 and directly address sustainability;
- organizations that intend to leverage their existing SMS to enable sustainability actions and sustainable delivery;
- consultants, trainers and other experts supporting organizations that utilize ISO/IEC 20000-1, so that they can be informed on how to include sustainability actions in an SMS.

Sustainability in this context has three interdependent dimensions, which are environmental, social and economic. [Annex A](#) expands on the three dimensions with examples of each.

The guidance provided in this document aims to help organizations consider and address sustainability objectives as well as challenges related to their services. The complexity and detail surrounding the inclusion of sustainability within an SMS will vary and be dependent on the context of the organization, the scope of the SMS, compliance obligations and the nature of the services within the scope of the SMS.

1.2 Application

This document is intended to be used in conjunction with ISO/IEC 20000-1 to address sustainability objectives related to specific requirements in ISO/IEC 20000-1. As such, it is anticipated that the user of this document is aware of the requirements in ISO/IEC 20000-1. The suggestions included across clauses in this document will be most effective when applied to an SMS which is implemented according to the corresponding clauses in ISO/IEC 20000-1. Application of this guidance to an SMS according to ISO/IEC 20000-1 is therefore recommended.

This document supports and is an addition to the guidance already provided in ISO/IEC 20000-2, ISO/IEC 20000-3, ISO/IEC TS 20000-5 and other parts of the ISO/IEC 20000 series.

Organizations can use the guidance in this document to also address the new requirements identified in ISO/IEC 20000-1:2018/Amd 1:2024 and ISO's objectives to address climate change.

The recommendations in this document for improving sustainability within an SMS are not exclusive and can be implemented along with other sustainability initiatives.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 20000-1, *Information technology — Service management — Part 1: Service management system requirements*

ISO/IEC 20000-10, *Information technology — Service management — Part 10: Concepts and vocabulary*