

ISO/IEC JTC 1/SC 40
IT Service Management and IT Governance
Secretariat: SA (Australia)

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**ISO/IEC JTC 1/SC 40
IT Service Management and IT Governance
4 June – 8 June, Lisbon, Portugal
RESOLUTIONS**

All Resolutions were approved unanimously unless otherwise noted.

1. Resolution 176:

JTC 1/SC 40 instructs its Secretariat to enact the following resolutions, editorially adjusted as required to accord with Consolidated JTC 1 Supplement. If such adjustments are made, updated resolutions are to be published as an N document.

2. Current Work Program

2.1 Project Editors

Resolution	Item	Working Group
177	JTC 1 / SC 40 appoints Yonosuke Harada (JP) as project editor and Max Blecher (ZA), Jose Antonio Costa (PT), Carlos Juiz (ES) and Sanjiv Agarwala (IN) as the co-editors of <i>ISO/IEC 38503 Information technology -- Governance of IT -- Assessment of governance of IT</i> subject to National Body approval if required.	WG1
178	JTC 1 / SC 40 appoints Peter Brown (GB) as project editor of <i>ISO/IEC 38507 - Governance implications of the use of Artificial Intelligence by organizations.</i>	WG1

2.2 Work Program

Resolution	Item	Working Group
179	JTC 1 / SC 40 instructs its secretariat to progress <i>ISO/IEC 38503 Information technology -- Governance of IT -- Assessment of governance of IT</i> for CD registration and circulation when a suitable document is received from the WG 1 Convenor. JTC 1 / SC 40 instructs its secretariat to progress <i>ISO/IEC 38503 Information technology -- Governance of IT -- Assessment of governance of IT</i> upon successful completion of CD ballot to progress to DIS registration and circulation when a suitable document is received from the WG 1 Convenor.	WG1
180	JTC 1/SC 40 instructs its secretariat to progress <i>ISO/IEC 20000-2: Information technology – Service management – Part 2: Guidance on the application of a service management system (SMS)</i> , for DIS	WG2

	<p>registration and circulation, when a suitable document is received from the WG2 Convenor.</p> <p>Additionally, JTC1/SC40 instructs its secretariat of <i>ISO/IEC 20000-2: Information technology – Service management – Part 2: Guidance on the application of a service management system (SMS)</i> to change the timeframe of the project from 36 months to 48 months.</p>	
181	<p>JTC 1/SC 40 instructs its secretariat to progress <i>ISO/IEC 20000-3: Information technology – Service management – Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1</i>, for DIS registration and circulation, when a suitable document is received from the WG2 Convenor.</p> <p>Additionally, JTC1/SC40 instructs its secretariat of <i>ISO/IEC 20000-3: Information technology – Service management – Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1</i>, to change the timeframe of the project from 36 months to 48 months.</p>	WG2
182	<p>JTC 1/SC 40 instructs its secretariat to progress <i>ISO/IEC 20000-10: Information technology – Service management – Part 10: Concepts and terminology</i>, to publication, when a suitable document is received from the WG2 Convenor.</p>	WG2
183	<p>JTC 1/SC 40 instructs its secretariat to withdraw <i>ISO/IEC 20000-9:2015 Information technology – Service management – Part 9: Guidance on the application of ISO/IEC 20000-1 to cloud services when ISO/IEC 20000-1:2018</i> is published.</p>	WG2
184	<p>JTC 1/SC 40 instructs its secretariat to withdraw <i>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</i> related to a withdrawn Standard (ISO 9001:2008).</p>	WG2
185	<p>JTC1 / SC 40 approves and instructs WG2 to develop <i>A Practical Guide: ISO/IEC 20000 IT Service Management</i>.</p> <p>JTC1/SC40 further instructs its secretariat to submit a draft to SC40 for a 4-week review for comments and when a suitable document is received from the WG2 Convenor, present the final draft to ISO/CS for publication.</p> <p>JTC 1 / SC 40 further instructs its secretariat to appoint Dolf van der Haven (NL) and Deborah Anthony (US) as authors.</p>	WG2
186	<p>JTC 1 / SC 40 instructs its secretariat, following receipt of <i>ISO/IEC TR 20000-12: Information technology – Service management – Part 12 Guidance on the relationship between ISO/IEC 20000-1:2018 and service management frameworks: CMMI SVC®</i> revision submission, when a suitable document is received from WG2 Convenor, to conduct a PDTR ballot and assign comment resolution duties to WG2.</p>	WG2

	JTC 1 / SC 40 further instructs its secretariat to appoint Eileen Forrester (US) as the Project Editor and Lynn Penn (US) as co-editor subject to National Body approval if required.	
187	JTC 1/SC 40 instructs its secretariat to reserve ISO/IEC 30105 – 6 for the proposed PDTR <i>IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes- Guidelines on risk management.</i>	WG3
188	JTC 1/SC 40 instructs its secretariat to reserve ISO/IEC 30105-7 for the proposed PDTR <i>IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes - Exemplar for maturity assessment.</i>	WG3
189	JTC 1/SC 40 instructs its secretariat to cancel ISO/IEC PDTR 23111 and ISO/IEC PDTR 23112 projects.	WG3
190	JTC 1 / SC 40 instructs its secretariat to change the number from ISO/IEC PDTR 22564 to ISO/IECPDTR 22564 -1. Abstain: GB, BR, US	WG4
191	JTC 1 / SC 40 instructs its secretariat to change the title from <i>ISO/IECPDTR 22564-1 Service capability maturity model of data center</i> to <i>Process Reference Model for Data Centre Services.</i> Abstain: GB, BR, US	WG4
192	JTC 1 / SC 40 instructs its secretariat to conduct a ballot for <i>ISO/IEC PDTR 22564-1 Process Reference Model for Data Centre Services</i> when received in suitable form from the WG 4 Convenor. Upon successful resolution of ballot JTC 1 / SC 40 instructs its secretariat to appoint Nadia Lopes (PT) as Co-editor for ISO/IEC PDTR 22564-1 Process Reference Model for Data Centre Services subject to National Body approval if required. Abstain: GB, BR, US	WG4
193	JTC 1 / SC 40 requires the use of line numbering up to and including DIS for all projects.	
194	JTC1/SC40 instructs its secretariat of <i>ISO/IEC 38506 Information technology - Governance of IT - Governance of IT enabled investments</i> , to change the timeframe of the project from 36 months to 48 months.	WG1

2.3 New Work Item Proposals

Resolution	Item	Working Group
195	JTC 1 / SC 40 instructs its secretariat to issue NWIP ballot in SC 40 for <i>Continual Performance Improvement - Concepts and Terminology</i> when received in suitable form from the French National Body.	

196	<p>JTC 1 / SC 40 instructs its secretariat to issue NWIP ballot in SC 40 for <i>IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes - Continual Performance Improvement</i> when a suitable document is received from the WG 3 Convenor.</p> <p>JTC 1 / SC 40 instructs its secretariat to appoint Igor Saglier (FR) as Project Editor and Ajith Thomas (IN) as co-editor subject to national body's approval if required.</p>	WG3
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2.4 New TR Ballots

Resolution	Item	Working Group
197	<p>JTC 1/SC 40 instructs its secretariat, following receipt of <i>ISO/IEC TR 20000-7 Guidance on the Integration and Correlation of ISO/IEC 20000:2018 to ISO 9001:2015 and ISO/IEC 27001:2013</i>, when a suitable document is received from the WG2 Convenor, to conduct a PDTR ballot and assign comment resolution to WG 2.</p> <p>JTC 1/SC 40 further instructs its secretariat, to appoint Dolf van der Haven (NL) as the Project Editor and Mario Costa (PT), Lynda Cooper (GB), Pierre Thory (FR), Lynn Penn (US) as the co-editors subject to National Body approval, if required.</p>	WG2
198	<p>JTC 1 / SC 40 instructs its secretariat, following receipt of <i>ISO/IEC TR 20000-13: Information technology – Service management – Part 13 Guidance on the relationship between ISO/IEC 20000-1:2018 and service management frameworks: COBIT® submission</i>, when a suitable document is received from WG2 Convenor, to conduct a PDTR ballot and assign comment resolution duties to WG2.</p> <p>JTC 1 / SC 40 further instructs its secretariat to appoint Mitra Minai (ISACA) as the Project Editor and Steve Tremblay (CA) and Jose Antonio Costa (PT) as co-editors subject to National Body approval, if required.</p>	WG2
199	<p>JTC 1/SC 40 instructs its secretariat, following receipt of a PDTR submission received in a suitable form from BIS (India) on <i>IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes-Guidelines on risk management</i> to conduct a PDTR ballot and assign comment resolution duties to WG 3.</p> <p>JTC 1/SC 40 further instructs its secretariat, to appoint Chitra Natarajan (IN) as Project Editor, Xiaoping Wang (CN), Hiroko Shimizu (JP) and Sonia Vieira (PT) as co-editors subject to National Body approval if required.</p>	WG3
200	<p>JTC 1/SC 40 instructs its secretariat, following receipt of a PDTR submission received in a suitable form from CN (China) on <i>IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes - Exemplar for maturity assessment</i> to conduct a PDTR ballot and assign comment resolution duties to WG 3.</p> <p>JTC 1/SC 40 further instructs its secretariat, to appoint Xiaoping Wang (CN) as Project Editor and Chitra Natarajan (IN) as co-editor subject to</p>	WG3

	National Body approval if required.	
201	JTC 1 / SC 40 instructs its secretariat to conduct a ballot for <i>ISO/IEC PDTR 22564-2 Process assessment model for data centre services</i> when received in suitable form from the WG 4 Convenor. JTC 1 / SC 40 further instructs its secretariat to appoint Xinying WU (CN) as the Project Editor and to appoint David Elias (FR), Hee Sun Kim (KR), Can ZHANG (CN), and Yuqi Cheng (CN) as co-editors subject to National Bodies approval if required. Abstain: GB, BR, US	WG4
202	JTC 1/ SC 40 instructs its secretariat, following the receipt of PDTR on Continual Performance Improvement for infrastructure submission, received in suitable form from WG 4 Convenor to conduct a PDTR ballot and assign comment resolution duties to WG 4. JTC 1 / SC 40 further instructs its secretariat to appoint David Elias (FR) as the Project Editor and to appoint Ying Huang (CN) as co-editor subject to National Bodies approval if required. Abstain: GB, US	WG4

3. Joint Working Group Proposals

Resolution	Item	Working Group
203	JTC 1 / SC 40 instructs its Secretariat to invite JTC 1 / SC 42 to agree to establish a JWG and assign the work of ISO/IEC 38507 to this JWG. Anticipating a positive response from JTC 1 / SC 42, SC40 confirms that it will assume administrative responsibility for this JWG and issue a call for Convenor.	WG1

4. JTC1/SC 40 Structure

Resolution	Item
204	JTC 1/SC 40 notes that SG5 Standardization of IT Service Management of Infrastructure is closed.
205	JTC 1/SC 40 notes the document N 613 and SG6 Business analytics for ITES-BPO is closed.

5. Appoints WG 1 Convenor

Resolution	Item
206	JTC 1 / SC 40 appoints Prof. Gyeong-Min Kim (KR) as WG 1 Convenor, and wishes her all the best. JTC 1 / SC 40 thanks Jose Manuel Ballester Fernandez (MX) for his nomination and wishes him well.

6. Establishment of Liaisons

6.1 Internal Liaisons

Resolution	Item		
207	JTC 1/SC 40 confirms the liaisons from SC 40 and notes the liaisons to SC 40		
	Group	Assigned liaison from SC 40	Assigned liaison to SC 40
	JTC 1/WG 9 and WG 11	Alison Holt	
	JTC 1/SC 7	Alison Holt, Gisele Villas Boas, Melanie Cheong	SC 7 Special Liaison Group (SLG 5): Dr. Annette Reilly (chair), Alec Dorling, Hariharan Mathrubutham, Jan Øberg, Gisele Villas Boas
	JTC 1/SC 27	Francois Lorek	Yonosuke Harada
	JTC 1/SC 38	To be appointed	To be appointed
	JTC 1 / SC 42	Terry Landers	Francois Lorek
	ISO/TC 307	Terry Landers	Peter Sze
	ISO/TC 309	Peter Brown Geoff Clarke	Peter Brown
	ISO/TC 312	Suzanne Van Hove	

6.2 External Liaisons

Resolution	Item		
208	JTC 1/SC 40 confirms and notes the following external liaisons;		
	Group	Assigned liaison from SC 40	Assigned liaison to SC 40
	ISACA	Yonosuke Harada	Mitra Minai
	OASIS	Geoff Clarke	Geoff Clarke
	ItSMF	Niels Dam	
	IAF (Category C liaison with	Mr Takeshi Nonaka	
209	JTC 1 / SC 40 confirms Suzanne van Hove as the SC 40 representative to TMB ad-hoc JTCG.		

7 Appreciation to Convenors

Resolution	Item
210	JTC 1 / SC 40 expresses its appreciation to Peter Brown (GB) for his distinguished service as Convenor of WG1.
211	JTC 1 / SC 40 expresses its appreciation to its Convenors and Secretaries for their consistent hard work and leadership.

8 Appreciation to Project Editors and Co-editors

Resolution	Item
212	JTC 1 / SC 40 expresses its appreciation to Project Editor Igor Saglier (FR) and co-editor David Elias (FR) for the publication of TR 22446:2017
213	JTC 1 / SC 40 expresses its appreciation to Project Editor John Graham (AU) for the publication of TR 38502:2017
214	JTC 1 / SC 40 expresses its appreciation to Project Editor Ming Li (CN), series Editor Alison Holt (NZ) and co-editor Geoff Clarke (AU) for the publication of TR 38505-2:2018

9 Appreciation to Host National Body

Resolution	Item
215	<p>JTC 1/SC 40 extends its appreciation and thanks to;</p> <ul style="list-style-type: none"> - The host, ItSMF Portugal and Chair Mr Rogerio Costa - Jose Antonio Costa, the Portuguese delegation and their supporters - Luisa Domingues and ISCTE-IUL (Instituto Universitário de Lisboa) <p>For the excellent facilities, hospitality and the organization of the Lisbon Plenary meeting.</p>

10 Appreciation to Drafting Committee

Resolution	Item
216	<p>JTC 1/SC 40 extends its appreciation to the following members of the Drafting Committee for its timely and efficient completion of the resolutions:</p> <ul style="list-style-type: none"> - Deborah Anthony (US) - Geoff Clarke (AU) - Shoji Konno (JP) - Chitra Natarajan (IN) - Pierre Thory (FR)

11. Appreciation

Resolution	Item	Working Group
217	JTC 1 / SC 40 expresses its appreciation to Deborah Anthony, Johann Botha, Finbarr Callan, Lynda Cooper, Dolf van der Haven, Carlos Horna, Lynn Penn, Joao Rodrigues, for their consistent hard work in the task groups addressing ISO/IEC 20000 to DevOps, Agile, Lean	WG2

	protocols which has transformed into <i>The Practical Guide: ISO/IEC 20000 IT Service Management</i> , and on the upcoming revision for Part 5 and using information from ISO/IEC 15289	
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11. Appreciation to Chair and Secretariat

Resolution	Item
218	JTC 1 / SC 40 extends its appreciation and thanks to Chair, Ms Jan Begg, ISO TPM Ms Limei Yu and Secretariats, Ms Suba Ananth and Ms Kylie Schumacher for their work.

12. Future meetings

Resolution	Item																					
219	<p>The following schedule of JTC 1/SC 40 Plenary and Working Group meetings is agreed</p> <table border="1"> <thead> <tr> <th>Meeting</th> <th>Date</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>SC 40 Interim</td> <td>19-23 November 2018</td> <td>Sydney, Australia</td> </tr> <tr> <td>SC 40 Plenary</td> <td>3-7 June 2019</td> <td>Paris, France</td> </tr> <tr> <td>SC 40 Interim</td> <td>TBA (2019)</td> <td>TBA</td> </tr> <tr> <td>SC 40 Plenary</td> <td>TBA (2020)</td> <td>Denmark TBC</td> </tr> <tr> <td>SC 40 Interim</td> <td>TBA (2020)</td> <td>TBA</td> </tr> <tr> <td>SC 40 Plenary</td> <td>TBA (2021)</td> <td>Netherlands TBC</td> </tr> </tbody> </table> <p>The Secretariat is working with various National Bodies to establish locations for future meetings. National Bodies that have an interest in hosting are invited to notify the secretariat.</p>	Meeting	Date	Location	SC 40 Interim	19-23 November 2018	Sydney, Australia	SC 40 Plenary	3-7 June 2019	Paris, France	SC 40 Interim	TBA (2019)	TBA	SC 40 Plenary	TBA (2020)	Denmark TBC	SC 40 Interim	TBA (2020)	TBA	SC 40 Plenary	TBA (2021)	Netherlands TBC
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