



ISO/IEC 20000-1 Gap Analysis Template

Introduction:

The purpose of this gap analysis is to assess the current state of our organization's IT service management practices in relation to the requirements outlined in ISO/IEC 20000-1:20XX. The findings from this analysis will help identify gaps and areas for improvement to ensure compliance with the standard.

Instructions:

- Review each requirement of ISO/IEC 20000-1:20XX listed below.
- Evaluate the current status of your organization's IT service management practices against each requirement.
- Indicate whether the requirement is fully met (FM), partially met (PM), or not met (NM).
- Provide comments or notes to explain the assessment and identify specific areas of concern or improvement opportunities.

Gap Analysis Checklist:

ISO/IEC 20000-1:20XX Requirement	Status (FM/PM/NM)	Comments/Notes
1. Scope of the Service Management System (SMS)		
1.1 Definition of the scope of the SMS		
1.2 SMS processes and services covered by the scope		



ISO/IEC 20000-1:20XX Requirement	Status (FM/PM/NM)	Comments/Notes
1.3 Justification for any exclusions from the scope		
2. Normative References		
2.1 Identification of applicable legal, regulatory, and contractual requirements		
2.2 Documented evidence of compliance with applicable requirements		
3. Terms and Definitions		
3.1 Understanding and use of defined terms and concepts		
4. Service Management System (SMS)		
4.1 Establishment of the SMS		
4.2 Documentation of the SMS		
4.3 Implementation of the SMS		
5. Leadership and Governance		
5.1 Leadership and commitment		



ISO/IEC 20000-1:20XX Requirement	Status (FM/PM/NM)	Comments/Notes
5.2 Policy and objectives		
5.3 Organizational roles, responsibilities, and authorities		
6. Planning the SMS		
6.1 Actions to address risks and opportunities		
6.2 Objectives and plans to achieve them		
6.3 Planning of changes to the SMS		
7. Support of the SMS		
7.1 Resources and competence		
7.2 Awareness		
7.3 Communication		
7.4 Documented information		
8. Operation of the SMS		
8.1 Operational planning and control		
8.2 Service requirements		



ISO/IEC 20000-1:20XX Requirement	Status (FM/PM/NM)	Comments/Notes
8.3 Design and development of services		
9. Performance Evaluation		
9.1 Monitoring, measurement, analysis, and evaluation		
9.2 Internal audit		
9.3 Management review		
10. Improvement of the SMS		
10.1 Non-conformity and corrective action		
10.2 Continual improvement		
10.3 Lessons learned		

Summary of Findings:

Based on the assessment conducted using this gap analysis template, summarize the overall findings regarding the organization's current state of compliance with ISO/IEC 20000-1:20XX requirements. Identify key areas of improvement and prioritize actions to address identified gaps.