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An SMS is defined in ISO/IEC 20000-1 as a management system to direct, monitor and control the service management activities of the service provider. The SMS should include what is required for the planning, design, transition, delivery and improvement of services. At a minimum this includes service management policies, objectives, plans, processes, process interfaces, documentation and resources.
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This third edition cancels and replaces the second edition (ISO/IEC 20000-2:2012), which has been technically revised. The main changes from the previous edition are as follows: a) updated to align with ISO/IEC 20000-1:2018;

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The revision of ISO/IEC 20000-1, published September 2018, now aligns with the high-level structure used for most management system standards like ISO/IEC 27001, ISO 22301, ISO 9001, etc. Thus, it suffices to say that there would be alterations to the structure and presentation of the required documents and records.

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