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15 September 2006

Paul R Croll
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5166 Potomac Drive
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Re: P20000.2 - ISO/IEC 20000-2:2005, Information Technology — Service Management — Part 2:
Code of Practice

Dear Paul:

I am pleased to inform you that on 15 September 2006 the IEEE-SA Standards Board approved the above referenced project until 31 December 2010. A copy of the file can be found on our website at <http://standards.ieee.org/board/nes/projects/20000-2.pdf>.

Now that your project has been approved, please forward a roster of participants involved in the development of this project. This request is in accordance with the IEEE-SA Operations Manual, Clause 5.1.2i under Duties of the Sponsor which states:

"Submit annually to the IEEE Standards Department an electronic roster of individuals participating on standards projects"

For your convenience, an Excel spreadsheet for your use has been posted on our website at <http://standards.ieee.org/guides/par/roster.xls>. Please forward this list to me via e-mail at s.hampton@ieee.org no later than 14 December 2006.

Please visit our website, IEEE Standards Development Online (<http://standards.ieee.org/resources/development/index.html>), for tools, forms and training to assist you in the standards development process. Also, we strongly recommend that a copy of your draft be sent to this office for review prior to the final vote by the working group to allow for a quick review by editorial staff before sponsor balloting begins.

If you should have any further questions, please contact me at +1 732 562 6003 or by email at s.hampton@ieee.org.

Sincerely,

Sherry Hampton
Administrator, Governance
Standards Activities
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CC: Terry.Doran@computer.org

PAR Request Date: 24 July 2006**PAR Approval Date:** 15 September 2006**PAR Signature Page on File:** Yes**Type of PAR:** New IEEE Standard**Status:** PAR for a New IEEE Standard**Root Project:****1.1 Project No.:** **P20000.2****1.2 Type of Document:** Standard**1.3 Life Cycle:** Full-Use**1.4 Is this document in ballot now?** No**2.1 Title**

ISO/IEC 20000-2:2005, Information Technology — Service Management — Part 2: Code of Practice

2.1 Amendment/Corrigenda Title**3.1 Working Group Name**[Working Group for Service Management and Governance](#)**Working Group Chair**[Doran, Teresa](#)

Phone: 631-266-2191

Email: Terry.Doran@computer.org

Working Group Vice Chair**3.2 Sponsor**[IEEE Computer Society Software & Systems Engineering Standards Committee \(C/S2ESC\)](#)**Sponsor Chair**[Croll, Paul R](#)

Phone: 540-644-6224

Email: pcroll@csc.com

Name of Standards Liaison Representative (if applicable)**3.3 Joint Sponsor****4.1 Type of Ballot:** Individual**4.2 Expected Date of Submission for Initial Sponsor Ballot:** November 2006**4.3 Projected Completion Date for Submittal to RevCom:** June 2007**5.1 Approximate number of people expected to work on this project:** 5**5.2 Scope:** This is an adoption of ISO/IEC 20000-2. The scope of ISO/IEC 20000-2 is: This part of ISO/IEC 20000 represents an industry consensus on quality standards for IT service management processes. These service management processes deliver the best possible service to meet a customer's business needs within agreed resource levels, i.e. service that is professional, cost-effective and with risks which are understood and managed.**5.3 Is the completion of this document contingent upon the completion of another document?** No**5.4 Purpose:** This part of ISO/IEC 20000 describes the best practices for service management processes in the form of guidance and recommendations that should be used in conjunction with ISO/IEC 20000-1, Information Technology — Service Management — Part 1: Specification. ISO/IEC 20000-1 defines the requirements for a service provider to deliver managed services of an acceptable quality for its customers.

5.5 Need for the Project: This is an adoption of ISO/IEC 20000. The IEEE Computer Society Software and Systems Engineering Standards Committee has a set of reference processes for software and systems engineering that is shared with ISO/IEC JTC1/SC7. Sharing this material permits both organizations to write compatible standards. Adoption of ISO/IEC 20000 Parts 1 and 2 is the first step to expanding the set of reference processes to encompass IT Service Management and Governance.

5.6 Stakeholders for the Standard: The stakeholders for this standard are acquirers, suppliers, assessors/auditors, customers and others with interest in the quality or improvement of IT-related managed services.

6.1.a. Has the IEEE-SA policy on intellectual property been presented to those responsible for preparing/submitting this PAR prior to the PAR submittal to the IEEE-SA Standards Board? Yes Presented Date: 2006-07-19

If no, please explain:

6.1.b. Is the Sponsor aware of any copyright permissions needed for this project? No

If yes, please explain:

6.1.c. Is the Sponsor aware of possible registration activity related to this project? No

If yes, please explain:

7.1 Are there other standards or projects with a similar scope? No

If yes, please explain:

Sponsor Organization:

Project/Standard Number:

Project/Standard Date: 0000-00-00

Project/Standard Title:

7.2 Is there potential for this standard (in part or in whole) to be adopted by another national, regional, or international organization? ? Do not know at this time

Technical Committee Name and Number:

Contact person:

Contact person Phone Number:

Contact person Email Address:

7.3 Will this project result in any health, safety, security, or environmental guidance that affects or applies to human health or safety? No

7.4 Additional Explanatory Notes:

This project is for the IEEE adoption of ISO/IEC 20000. This PAR covers the adoption of ISO/IEC 20000-2:2005, Information Technology — Service Management — Part 2: Code of Practice; another PAR (submitted in parallel with this PAR) covers the adoption of ISO/IEC 20000-1:2005, Information Technology — Service Management — Part 1: Specification.

8.1 Sponsor Information:

Is the Scope of this project within the approved scope/definition of the Sponsor's Charter? Yes

If no, please explain: