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ISO/IEC 20000-1:2018 Gap Analysis Template

Information Technology - Service Management Systems

Downloadable Website Resource for ITSMS Readiness and Certification Planning

Standard ISO/IEC 20000-1:2018	Purpose Gap analysis and action planning	Prepared by Pacific Certifications
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This gap analysis template helps organizations compare their current IT Service Management System with ISO/IEC 20000-1:2018 requirements. It can be used to identify missing service management processes, incomplete records, weak ownership, supplier control gaps and certification readiness concerns.

Pacific Certifications provides independent third-party certification assessment and certificate issuance services. This template is a general readiness resource and does not replace the official ISO/IEC 20000-1:2018 standard, contractual service obligations, customer requirements or organization-specific IT governance decisions.

How to Use This Gap Analysis Template

Review each requirement area and compare it with the organization's current IT service management arrangements. Mark the current status, list available evidence, record the gap, define required action, assign responsibility and set a target date for closure.

- Use Implemented where the requirement is fully established, maintained and supported by objective evidence.
- Use Partially Implemented where service management processes exist but are incomplete, inconsistent, not fully documented or not supported by adequate records.
- Use Not Implemented where the requirement has not been addressed or evidence is not available.
- Use Not Applicable only when a documented justification is available and the exclusion does not affect the service management system scope or intended outcomes.
- Use the final action plan to prioritize service portfolio controls, service level management, change enablement, incident and request fulfilment, service availability, supplier management and continual improvement actions.

Organization Details

Organization Name		Prepared By	
Location / Site		Date	
ITSMS Scope		Review Type	Gap Analysis
Services Covered		Key Customers / Users	

Suggested Gap Rating

Rating	Meaning	Typical Evidence Condition	Priority
Implemented	Requirement is addressed and maintained.	Evidence is current, controlled and consistently applied.	Monitor
Partially Implemented	Requirement is addressed in part.	Evidence is incomplete, inconsistent or not fully communicated.	Medium
Not Implemented	Requirement is missing.	No adequate process, record or accountable owner is available.	High
Not Applicable	Requirement is not applicable.	Justification is documented and approved.	Review

Clause 4 - Context of the Organization

ISO/IEC 20000-1 Area	Requirement Focus	Current Status	Evidence Available	Gap / Risk Identified	Action Required	Owner / Target Date
4.1	Determine internal and external issues relevant to the service management system and service delivery outcomes.					
4.2	Identify interested parties and applicable customer, regulatory, contractual and service requirements.					
4.3	Define the SMS scope, including services, locations, customers, technologies and organizational boundaries.					
4.4	Establish, implement, maintain and continually improve the service management system and its processes.					

Clause 5 - Leadership

ISO/IEC 20000-1 Area	Requirement Focus	Current Status	Evidence Available	Gap / Risk Identified	Action Required	Owner / Target Date
5.1	Demonstrate leadership commitment, accountability and integration of SMS requirements into business processes.					
5.2	Establish and communicate a service management policy aligned with organizational purpose and service objectives.					
5.3	Assign and communicate roles, responsibilities and authorities for the SMS and service management processes.					

Clause 6 - Planning

ISO/IEC 20000-1 Area	Requirement Focus	Current Status	Evidence Available	Gap / Risk Identified	Action Required	Owner / Target Date
6.1	Address risks and opportunities that may affect SMS intended outcomes and service performance.					
6.2	Define measurable service management objectives and plans to achieve them.					
6.3	Plan changes to the SMS in a controlled manner considering risks, resources and responsibilities.					

Clause 7 - Support of the Service Management System

ISO/IEC 20000-1 Area	Requirement Focus	Current Status	Evidence Available	Gap / Risk Identified	Action Required	Owner / Target Date
7.1	Determine and provide resources needed to establish, operate, maintain and improve the SMS.					
7.2	Define competence requirements and retain evidence of competence for personnel affecting service performance.					
7.3	Ensure personnel are aware of the service management policy, objectives, contribution and implications of nonconformity.					
7.4	Establish internal and external communication processes relevant to the SMS and services.					
7.5	Control documented information required by ISO/IEC 20000-1 and the organization's SMS.					

Clause 8 - Operation of the Service Management System

ISO/IEC 20000-1 Area	Requirement Focus	Current Status	Evidence Available	Gap / Risk Identified	Action Required	Owner / Target Date
8.1	Plan, implement and control service management operational processes, including outsourced processes where applicable.					
8.2	Manage the service portfolio, including service catalogue, service lifecycle and asset/configuration information.					
8.3	Manage relationships and agreements with customers, users, suppliers and internal/external parties.					
8.4	Manage demand, budgeting, accounting and capacity to support agreed service requirements.					
8.5	Control service design, build and transition, including change management, release and deployment activities.					
8.6	Manage incident resolution, service requests and problem management to restore and improve services.					
8.7	Assure service availability, continuity, information security, service level performance and reporting.					

Clause 9 - Performance Evaluation

ISO/IEC 20000-1 Area	Requirement Focus	Current Status	Evidence Available	Gap / Risk Identified	Action Required	Owner / Target Date
9.1	Monitor, measure, analyze and evaluate SMS performance, service performance and process effectiveness.					
9.2	Conduct internal assessments at planned intervals to determine SMS conformity and effective implementation.					
9.3	Conduct management review covering SMS suitability, adequacy, effectiveness and improvement needs.					

Clause 10 - Improvement

ISO/IEC 20000-1 Area	Requirement Focus	Current Status	Evidence Available	Gap / Risk Identified	Action Required	Owner / Target Date
10.1	Identify nonconformities, take correction, manage consequences and evaluate need for corrective action.					
10.2	Continually improve the suitability, adequacy and effectiveness of the SMS and services.					

Gap Analysis Summary and Action Plan

Use this section to summarize the major gaps identified during the review. Prioritize actions that affect service delivery performance, service level achievement, customer satisfaction, change control, incident response, supplier performance, continuity, information security and continual improvement.

No.	Major Gap / Issue	Risk or Impact	Corrective Action	Responsible Person	Target Date / Status
1					
2					
3					
4					
5					
6					
7					
8					

Certification Readiness Notes

- Confirm that the SMS scope is clear and aligned with the services, customers, locations and technologies covered.
- Confirm that service management policy, objectives, service catalogue, service level agreements and process controls are current and approved.
- Confirm that records for change control, incidents, service requests, problems, service reporting, supplier performance and customer satisfaction are available.
- Confirm that internal assessment, management review, nonconformity handling and continual improvement records are available before certification assessment.

Contact Pacific Certifications

For ISO/IEC 20000-1:2018 certification assessment and certificate issuance, contact Pacific Certifications at support@pacificcert.com or visit www.pacificcert.com.