Идентификатор	Название	Статус		Идентификатор
		текущей редакции	новой редакции	
ISO/IEC TS 15504-8:2012	Information technology — Process assessment — Part 8: An exemplar process assessment model for IT service management	WDn		
ISO/IEC 20000-1:2005	Information technology — Service management — Part 1: Specification	WDn		ГОСТ Р ИСО/МЭК 20000-1-2010
ISO/IEC 20000-1:2011	Information technology — Service management — Part 1: Service management system requirements	WDn		ГОСТ Р ИСО/МЭК 20000-1-2013
ISO/IEC 20000-1:2018	Information technology — Service management — Part 1: Service management system requirements	IS		ГОСТ Р ИСО/МЭК 20000-1-2021
ISO/IEC 20000-2:2005	Information technology — Service management — Part 2: Code of practice	WDn		ГОСТ Р ИСО/МЭК 20000-2-2010
ISO/IEC 20000-2:2012	Information technology — Service management — Part 2: Guidance on the application of service management systems	WDn		
ISO/IEC 20000-2:2019	Information technology — Service management — Part 2: Guidance on the application of service management systems	IS		
ISO/IEC 20000-3:2009	Information technology — Service management — Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1	WDn		
ISO/IEC 20000-3:2012	Information technology — Service management — Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1	WDn		ГОСТ Р ИСО/МЭК 20000-3-2014
ISO/IEC 20000-3:2019	Information technology — Service management — Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1	IS		
ISO/IEC TR 20000-4:2010	Information technology — Service management — Part 4: Process reference model	WDn		
ISO/IEC TR 20000-5:2010	Information technology — Service management — Part 5: Exemplar implementation plan for ISO/IEC 20000-1	WDn		
ISO/IEC TR 20000-5:2013	Information technology — Service management — Part 5: Exemplar implementation plan for ISO/IEC 20000-1	WDn		
ISO/IEC TS 20000-5:2022	Information technology — Service management — Part 5: Implementation guidance for ISO/IEC 20000-1	IS		
ISO/IEC 20000-6:2017	Information technology — Service management — Part 6: Requirements for bodies providing audit and certification of service management system	IS		ГОСТ Р ИСО/МЭК 20000-6-2021
ISO/IEC TR 20000-7:2019	Information technology — Service management — part 7: Guidance on the integration and correlation of ISO/IEC 20000-1:2018 to ISO 9001:2015 and ISO/IEC 27001:2013	WDn		
ISO/IEC TR 20000-9:2015	Information technology — Service management — Part 9: Guidance on the application of ISO/IEC 20000-1 to cloud services	WDn		
ISO/IEC TR 20000-10:2013	Information technology — Service management — Part 10: Concepts and terminology	WDn		
ISO/IEC TR 20000-10:2015	Information technology — Service management — Part 10: Concepts and terminology	WDn		ГОСТ Р 57392-2017/ISO/IEC TR 20000-10:2015
ISO/IEC 20000-10:2018	Information technology — Service management — Part 10: Concepts and vocabulary	IS		
ISO/IEC TR 20000-11:2015	Information technology — Service management — Part 11: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: ITIL®	WDn		
ISO/IEC TR 20000-11:2021	Information technology — Service management — Part 11: Guidance on the relationship between ISO/IEC 20000-1 and service management frameworks: ITIL®	IS		
ISO/IEC 20000-12:2016	Information technology — Service management — Part 12: Guidance on the relationship between ISO/IEC 20000-1:2011 and service management frameworks: CMMI-SVC	WDn		
ISO/IEC TS 20000-14:2023	Information technology — Service management — Part 14: Guidance on the application of service integration and management to ISO/IEC 20000-1	IS		
ISO/IEC TS 20000-15:2024	Information Technology — Service Management — Part 15: Guidance on the application of Agile and DevOps principles in a service management system	IS		

ISO/IEC TS 20000-16:2025	Information Technology — Service Management — Part 16: Guidance on sustainability within a service management system based on ISO/IEC 20000-1	IS		
ISO/IEC 20000-17:2024	Information Technology – Service Management — Part 17: Scenarios for the practical application of service management systems based on ISO/IEC 20000-1:2018	IS		
ISO/DTS 20000-18	Information Technology – Service Management — Part 18: Guidance on the use of experience management in a service management system		DTS	
ISO/IEC TS 33054:2020	Information technology — Process assessment — Process reference model for service management	IS		
ISO/IEC TS 33074:2020	Information technology — Process assessment — Process capability assessment model for service management	IS		
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	WDn		

ID стандарта	действующий стандарт
ID стандарта	отмененный стандарт
ID стандарта	нет действующего стандарта, только проект
ID стандарта	принятый, но не вступивший в силу, стандарт
ID стандарта	действующий стандарт, но с установленной датой отмены
ID стандарта	Межгосударственный стандарт, применение которого в качестве национального стандарта РФ прекращено

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Название	05.05.2026
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Информационная технология. Управление услугами. Часть 1. Требования к системе управления услугами	
Информационная технология. Менеджмент услуг. Часть 2. Кодекс практической деятельности	
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Информационные технологии. Менеджмент сервисов. Часть 6. Требования к органам, осуществляющим аудит и сертификацию систем менеджмента сервисов	
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