

BS ISO/IEC 20000-2:2012



BSI Standards Publication

Information technology — Service management

Part 2: Guidance on the application of
service management systems

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National foreword

This British Standard is the UK implementation of ISO/IEC 20000-2:2012. It supersedes BS ISO/IEC 20000-2:2005 which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee IST/15/-/8, IT service management.

A list of organizations represented on this committee can be obtained on request to its secretary.

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