

ISO 20000 - ISO 9001 Cross-Reference

ISO 20000-1:2005 Clauses	ISO 9001:2008 Clauses
3. Requirements for a Management System	
3.1 Management Responsibility	5. Management Responsibility
3.2 Documentation Requirements	4.2 Documentation Requirements
3.3 Competence, Awareness, and Training	6.2.2 Competence, Training, and Awareness

ISO 20000-1:2005 Clauses	ISO 9001:2008 Clauses
4. Planning and Implementing Service Management	
4.1 Plan Service Management	7.1 Planning of Product Realization
4.2 Implement Service Management and Provide Services	7.5.1 Control of Production and Service Provision
4.3 Monitoring, Measuring, and Reviewing	8.2.2 Internal Audit 8.2.3 Monitoring and Measurement of Processes
4.4 Continual Improvement	8.5.1 Continual Improvement

ISO 20000-1:2005 Clauses	ISO 9001:2008 Clauses
5. Planning and Implementing New or Changed Services	7.1 Planning of Product Realization

ISO 20000-1:2005 Clauses	ISO 9001:2008 Clauses
6. Service Delivery Process	
6.1 Service Level Management	7.5.1 Control of Production and Service Provision
6.2 Service Reporting	7.5.1 Control of Production and Service Provision
6.3 Service Continuity and Availability Management	6.3 Infrastructure
6.4 Budgeting and Accounting for IT Services	6.1 Provision of Resources
6.5 Capacity Management	6.3 Infrastructure
6.6 Information Security Management	6.3 Infrastructure

ISO 20000-1:2005 Clauses	ISO 9001:2008 Clauses
7. Relationship Processes	
7.1 General	
7.2 Business Relationship Management	7.2.3 Customer Communication
7.3 Supplier Management	7.4.1 Purchasing Process

ISO 20000-1:2005 Clauses	ISO 9001:2008 Clauses
8. Resolution Processes	
8.1 Background	
8.2 Incident Management	8.3 Control of Nonconforming Product
8.3 Problem Management	8.5.2 Corrective Action 8.5.3 Preventive Action

ISO 20000-1:2005 Clauses	ISO 9001:2008 Clauses
9. Control Processes	
9.1 Configuration Management	7.5.3 Identification and Traceability
9.2 Change Management	7.3.7 Control of Design and Development Changes

ISO 20000-1:2005 Clauses	ISO 9001:2008 Clauses
10. Release Process	
10.1 Release Management Process	7.5.1 Control of Production and Service Provision

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