HISOLUTIONS

Aktuelles aus dem IT-Service Management Umfeld

itSMF 11.02.2026

Martin Glaser

Agenda

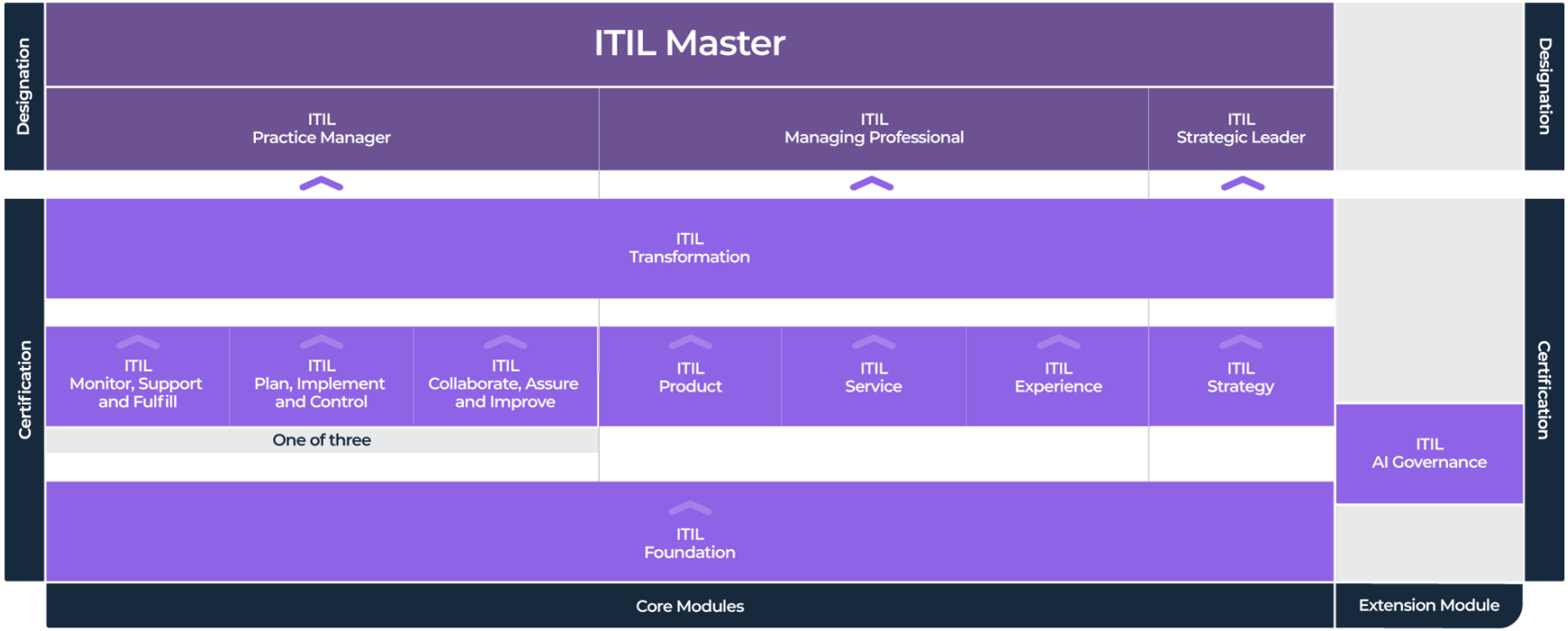
ITIL 5

SIAM

ISO 20000

FitSM

ITIL 5



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SIAM

Core

- SIAM Foundation
- SIAM Professional

Compendium

- SIAM Processes
- SIAM Quick Start Guide
- SIAM Glossary
- Solving IT Challenges with Smart Service Integration
- SIAM and Skills
- SIAM and ISO Standards
- SIAM, AI and Automation
- Practical Procurement for SIAM
- SIAM and Other Practices
- SIAM and Trust
- SIAM End-to-end Measurements
- SIAM and Experience Management
- Applying SIAM to the Enterprise Operating Model
- SIAM and Organizational Change Management

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ISO 20000

Nummer	Titel
ISO 20000-14	Guidance on the relationship between ISO/IEC 20000-1 and service management frameworks: Service Integration and Management
ISO 20000-15	Guidance on the application of Agile and DevOps principles in a service management system
ISO 20000-16	Guidance on sustainability within a service management system based on ISO/IEC 20000-1
ISO 20000-17	Scenarios for the practical application of service management systems based on ISO/IEC 20000-1:2018
ISO 20000-18	Guidance on the use of experience management in a service management system **(under development)**

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