

	Objectives and Controls	y/n	Score	Comments	Ref.
<b>4</b>	<b>Planning and implementing service management</b>		<b>2.5</b>		
	<i>NOTE</i> The methodology known as "Plan-Do-Check-Act" (PDCA) can be applied to all processes. PDCA can be described as follows:				
a)	<b>Plan:</b> establish the objectives and processes necessary to deliver results in accordance with customer requirements and the organization's policies;				
b)	<b>Do :</b> implement the processes;				
c)	<b>Check:</b> monitor and measure processes and services against policies, objectives and requirements and report the results;				
d)	<b>Act:</b> take actions to continually improve process performance.				
	The model shown in Figure 2 illustrates the process and process linkages presented in clauses 4 to 10.				
<b>4.1</b>	<b>Plan service management (Plan)</b>	y	2.3		
	<b>Objective :</b> To plan the implementation XXXXXX of XXXX.				
	<b>Control</b>			3	Control currently implemented
	Service management shall be XXXXX. The plans shall XXXXXXXXXXXX				
a)	the XXXX of the service XXXXXxx				
b)	the XXXXXX and requirements that are to be XXXXXx				
c)	the XXXXX that are to be executed;				
d)	the XXXXXXXX of management roles XXXXXXXXXXX				
e)	the XXXXXXXX between service management XXXXXXXX and the XXXXXXXX				
f)	the XXXXXXXX to be taken in identifying, assessing and XXXXXXXXXXXX				
g)	the XXXXXXXX for interfacing to projects that XXXXXXXX				
h)	the XXXXXXXX, facilities and budget XXXXXXXX				
i)	tools as appropriate to XXXXXXXXx				
j)	how the XXXXX of the service will be XXXXXXX				
	<b>Control</b>			0	Control not yet selected
	There shall be XXXXX XXXXXXX direction and XXXXXXXX				
	<b>Control</b>			4	Control currently implemented
	Any process specific XXXX produced shall be XXXXXXXX				
<b>4.1</b>	<b>Plan service management (Plan)</b>	y	2.6		
<b>4.1.1</b>	<b>Scope of service management</b>				
	<b>Control</b>			3	Control currently implemented
	The XXXXXXX of service management should be XXXXXXX as XXXXXXXX				
	For example, it may be XXXXXXX				
a)	organization;				
b)	XXXXX;				
c)	XXXXXXX.				
	<b>Control</b>			0	Control not yet selected
	XXXXXXX should define the XXXXXXX as XXXXXXX of their management XXXXXXXX				
	<b>NOTE</b> Planning for XXXX changes is described XXXXXXXX				
<b>4.1.2</b>	<b>Planning approaches</b>				
	<b>Control</b>			4	Control selected
	XXXXXX service management plans may be XXXX in place XXXXXXXX. Where this is the case the XXXXXXXX				
	<b>Control</b>			3	Control currently implemented
	Service management planning should XXXX of the process for translating XXXXXXXxx				
	<b>Control</b>			3	Control currently implemented
	A service management XXXX should XXXXXXX:				
a)	implementation of XXXXXXX;				