

#	Domains	Score ISO 1	Score ISO 2	Eval. y/n	cDet	Process owners	0.5	1	1.5	2	2.5	3	3.5	4	4.5	5
3	Requirements for a management system	2.4			ok		-	-	-	-	-	-	-	-	-	-
3.1	Management responsibility	3.0		y		AK	-	-	-	-	-	-	-	-	-	-
3.1	Management responsibility		1.7	y			-	-	-	-	-	-	-	-	-	-
3.2	Documentation requirements	2.5		y		AK	-	-	-	-	-	-	-	-	-	-
3.2	Documentation requirements		2.3	y			-	-	-	-	-	-	-	-	-	-
3.3	Competence, awareness and training			n		RH										
3.3	Competence, awareness and training			n												
4	Planning and implementing service management	2.5			ok		-	-	-	-	-	-	-	-	-	-
4.1	Plan service management (Plan)	2.3		y		ORG	-	-	-	-	-	-	-	-	-	-
4.1	Plan service management (Plan)		2.6	y			-	-	-	-	-	-	-	-	-	-
4.2	Implement service management and provide the services (Do)			n												
4.2	Implement service management and provide the services (Do)			n												
4.3	Monitoring, measuring and reviewing (Check)			n												
4.3	Monitoring, measuring and reviewing (Check)			n												
4.4	Continual improvement (Act)			n												
4.4	Continual improvement (Act)			n												
5	Planning and implementing new or changed services				ok											
5.0	Planning and implementing new or changed services			n												
5.0	Planning and implementing new or changed services			n												
6	Service delivery process				ok											
6.1	Service level management			n												
6.1	Service level management			n												
6.2	Service reporting			n												
6.2	Service reporting			n												
6.3	Service continuity and availability management			n												
6.3	Service continuity and availability management			n												
6.4	Budgeting and accounting for IT services			n												
6.4	Budgeting and accounting for IT services			n												
6.5	Capacity management			n												
6.5	Capacity management			n												
6.6	Information security management			n												
6.6	Information security management			n												
7	Relationship processes				ok											
7.1	General															
7.1	General															
7.2	Business relationship management			n												
7.2	Business relationship management			n												
7.3	Supplier management			n												
7.3	Supplier management			n												
8	Resolution processes				ok											
8.1	General															
8.2	Incident management			n												
8.2	Incident management			n												
8.3	Problem management			n												
8.3	Problem management			n												
9	Control processes				ok											
9.1	Configuration management			n												
9.1	Configuration management			n												
9.2	Change management			n												
9.2	Change management			n												
10	Release process				ok											
10.1	Release management process			n												
10.1	Release management process			n												

#	Domains	Score - current	Score - last
3	Requirements for a management system	2.4	2.0
4	Planning and implementing service management	2.5	2.0
5	Planning and implementing new or changed services		
6	Service delivery process		
7	Relationship processes		
8	Resolution processes		
9	Control processes		
10	Release process		

