



Standards for lightweight
IT service management

Version comparison and commentary: FitSM-1 (Requirements) – Version 2.1 to 3.0



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Document control

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1. About this document

This document provides a side-by-side comparison of FitSM-1 version 2.1 and FitSM-1 version 3.0. It also includes a commentary on the changes between the two from the co-chairs of the FitSM working group at ITEMO e.V., who manage the standard. This commentary is not to be considered normative or exhaustive, but highlights major changes with some indication of purpose or reason.

For the purpose of this standard, the terms and definitions according to FitSM-0: Overview and Vocabulary apply.



2. General requirements: Comparison

GR1 Top Management Commitment & Accountability (MCA)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none"> ● GR1.1 Top management of the organisation(s) involved in the delivery of services shall show evidence that they are committed to planning, implementing, operating, monitoring, reviewing, and improving the service management system (SMS) and services. They shall: <ul style="list-style-type: none"> ○ Assign one individual to be accountable for the overall SMS with sufficient authority to exercise this role ○ Define and communicate goals ○ Define a general service management policy ○ Conduct management reviews at planned intervals ● GR1.2 The service management policy shall include: <ul style="list-style-type: none"> ○ A commitment to fulfil customer service requirements ○ A commitment to a service-oriented approach ○ A commitment to a process approach ○ A commitment to continual improvement ○ Overall service management goals 	<ul style="list-style-type: none"> ● GR1.1 A member of top management of the service provider(s) involved in the delivery of services shall be assigned as the SMS owner to be accountable for the overall SMS. ● GR1.2 A general service management policy shall be defined that includes overall service management goals as well as a commitment to continual improvement and a service-oriented and process-oriented approach. The service management policy shall be approved and communicated to relevant parties by the SMS owner. ● GR1.3 The SMS owner shall conduct management reviews at planned intervals. 	<p>Requirements are shortened and focussed. Less use of sub bullets is made and emphasis is on what must be specifically done.</p> <p>The member of top management assigned to the SMS is specifically identified as the SMS Owner role.</p> <p>Management reviews are moved to their own requirement rather than simply a sub bullet of requirement one. This also reflects the difference between some of the other top management actions, which are more important when the SMS is first set up, from Management Reviews, which are an ongoing set of actions.</p> <p>The entire area also receives an abbreviation (MCA) for easier referencing.</p>



GR2 Documentation (DOC)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none"> ● GR2.1 The overall SMS shall be documented to support effective planning. This documentation shall include: <ul style="list-style-type: none"> ○ Service management scope statement (see GR3) ○ Service management policy (see GR1) ○ Service management plan and related plans (see GR4) ● GR2.2 Documented definitions of all service management processes (see PR1-PR14) shall be created and maintained. Each of these definitions shall at least cover or reference: <ul style="list-style-type: none"> ○ Description of the goals of the process ○ Description of the inputs, activities and outputs of the process ○ Description of process-specific roles and responsibilities ○ Description of interfaces to other processes ○ Related process-specific policies as applicable ○ Related process- and activity-specific procedures as required ● GR2.3 The outputs of all service management processes (see PR1-PR14) shall be documented, and the execution of key activities of these processes recorded. ● GR2.4 Documentation shall be controlled, addressing the following activities as applicable: <ul style="list-style-type: none"> ○ Creation and approval ○ Communication and distribution ○ Review ○ Versioning and change tracking 	<ul style="list-style-type: none"> ● GR2.1 The key elements of the SMS shall be documented to support effective planning. This documentation shall include the SMS scope statement (see GR3), the general service management policy (see GR1) as well as the service management plan and related plans (see GR4). ● GR2.2 Documented definitions of all service management processes (see PR1-PR14) shall be created and maintained. Each of these definitions shall include: <ul style="list-style-type: none"> ○ Description of the goals of the process ○ Description of the inputs, activities and outputs of the process ○ Description of process-specific roles and responsibilities ○ Description of interfaces to other processes ○ Related process-specific policies as needed ○ Related process- and activity-specific procedures as needed ● GR2.3 The key outputs of all service management processes (see PR1-PR14) shall be documented and the execution of key activities of these processes recorded. ● GR2.4 Documented information shall be controlled, addressing the following activities as applicable: <ul style="list-style-type: none"> ○ Creation and approval ○ Communication and distribution ○ Review ○ Versioning and change tracking 	<p>Changes to this area were very slight. The area was given an abbreviation (DOC) and GR2.1 was reformatted.</p> <p>GR2.3 was rephrased to clarify that key outputs of processes must be documented (i.e. those identified as outputs in the process description) and avoid the impression that all possible results must be documented, in line with a lightweight approach.</p> <p>GR2.4 was rephrased to clarify that information that must be documented (documented information) according to the earlier requirements requires versioning and change tracking, not all possible results of processes.</p>



GR3 Scope & Stakeholders of IT Service Management (SCS)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none">GR3.1 The scope of the SMS shall be defined and a scope statement created.	<ul style="list-style-type: none">GR3.1 The stakeholders of the IT services and the SMS shall be identified and their needs and expectations analysed. Relevant legal, regulatory and contractual requirements shall be considered.GR3.2 The scope of the SMS shall be defined taking into consideration results from the stakeholder analysis.	<p>Previously this area was excessively brief with a single requirement. In version 3.0, it introduces explicit stakeholder identification and analysis, which was previously implied in PR1.4, but not very concrete. Now, it is required and tied to setting the scope of the SMS based on the results of stakeholder analysis.</p> <p>The area now has a new name and the abbreviation (SCS) to reflect these changes.</p>



GR4 Planning IT Service Management (PLAN)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none"> ● GR4.1 A service management plan shall be created and maintained. ● GR4.2 The service management plan shall at minimum include or reference: <ul style="list-style-type: none"> ○ Goals and timing of implementing the SMS and the related processes ○ Overall roles and responsibilities ○ Required training and awareness activities ○ Required technology (tools) to support the SMS ● GR4.3 Any plan shall be aligned to other plans and the overall service management plan. 	<ul style="list-style-type: none"> ● GR4.1 A service management plan shall be created and maintained. It shall include: <ul style="list-style-type: none"> ○ Goals and timing of implementing or improving the SMS and the related processes ○ Roles and responsibilities ○ Training and awareness activities ○ Technology (tools) to support the SMS ● GR4.2 Any process-specific plan shall be aligned to the overall service management plan. 	<p>As with all the general requirements, the area now has a short name (PLAN), and here it is part of the PDCA cycle.</p> <p>As part of version 3.0, FitSM now avoids having two requirements where one requires some entity and a second requirement details what that entity is. Hence the former first two requirements are combined into the new GR4.1.</p> <p>The new version clarifies that the alignment is to the overall Service Management Plan (rather than implying a more complex many to many alignment).</p>

GR5 Implementing IT Service Management (DO)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none"> ● GR5.1 The service management plan shall be implemented. ● GR5.2 Within the scope of the SMS, the defined service management processes shall be followed in practice, and their application, together with the adherence to related policies and procedures, shall be enforced. 	<ul style="list-style-type: none"> ● GR5.1 The service management plan shall be implemented. ● GR5.2 Within the scope of the SMS, the defined service management processes shall be followed in practice, and their application, together with the adherence to related policies and procedures, shall be enforced. 	<p>No changes were made to this area than the addition of a short name (DO), aligned to the PDCA cycle.</p>



GR6 Monitoring & Reviewing IT Service Management (CHECK)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none"> GR6.1 The effectiveness and performance of the SMS and its service management processes shall be measured and evaluated based on suitable key performance indicators in support of defined or agreed targets. GR6.2 Assessments and audits of the SMS shall be conducted to evaluate the level of maturity and compliance. 	<ul style="list-style-type: none"> GR6.1 The effectiveness of the SMS and its service management processes shall be measured and evaluated based on suitable key performance indicators in support of defined or agreed goals. GR6.2 Assessments or audits of the SMS shall be conducted at planned intervals to evaluate the level of maturity and conformity. 	<p>Minor changes only. Requirements slightly simplified. Assessment OR audits required to avoid a concrete requirement on audits from day one. Moves emphasis to understanding maturity and conformity rather than the method which this is checked.</p> <p>New short name (CHECK) aligned to the PDCA cycle.</p>

GR7 Continually Improving Service Management (ACT)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none"> GR7.1 Nonconformities and deviations from targets shall be identified and corrective actions shall be taken to prevent them from recurring. GR7.2 Improvements shall be planned and implemented according to the Continual Service Improvement Management process (see PR14). 	<ul style="list-style-type: none"> GR7.1 Nonconformities and deviations from goals shall be identified and actions shall be taken to prevent them from recurring. GR7.2 The service management policy, service management plan and all service management processes shall be subject to continual improvement. Respective improvements shall be identified, evaluated and implemented according to the Continual Service Improvement Management process (see PR14). 	<p>New short name (ACT) aligned to the PDCA cycle.</p> <p>GR7.1 talks about goals rather than targets to stress the need to pursue the intended end result of plans rather than excessive focus on measurements.</p> <p>Revised GR7.2 sets the scope of continual improvement here to the SMS (though PR14 will also cover the services themselves) but makes clear they are implemented through the CSI process (PR14).</p>



3. Process-specific requirements: Comparison

PR1 Service Portfolio Management (SPM)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none"> ● PR1.1 A service portfolio shall be maintained. All services shall be specified as part of the service portfolio. ● PR1.2 Design and transition of new or changed services shall be planned. ● PR1.3 Plans for the design and transition of new or changed services shall consider timescales, responsibilities, new or changed technology, communication and service acceptance criteria. ● PR1.4 The organisational structure supporting the delivery of services shall be identified, including a potential federation structure as well as contact points for all parties involved. 	<ul style="list-style-type: none"> ● PR1.1 A service portfolio shall be maintained. All services shall be specified as part of the service portfolio. ● PR1.2 Proposals for new or changed services shall be evaluated based on predicted demand, required resources and expected benefits. ● PR1.3 The evolution of services through their lifecycle shall be managed. This shall include the planning of new services and major alterations to existing services. Plans shall consider timescales, responsibilities, new or changed technology, communication and service acceptance criteria. ● PR1.4 For each service, the internal and external suppliers involved in delivering the service shall be identified, including, as relevant, federation members. Their contact points, roles and responsibilities shall be determined. 	<p>Added a basis for evaluation of new services, rooted in demand and a cost/benefit analysis.</p> <p>Introduced a more explicit concept of the service lifecycle, and the need for SPM coordination of the evolution of a service through it. In practice, the work to move services from an idea to production is not the specific task of SPM, but SPM, through its activities, must ensure this evolution is controlled and sufficiently planned. The description of this planning is retained from version 2.1.</p> <p>PR1.4, which introduced concepts of federation, has been broadened slightly. It mentions internal and external suppliers, which may be a more recognisable way to address potential federations.</p>



PR2 Service Level Management (SLM)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none">● PR2.1 A service catalogue shall be maintained.● PR2.2 For all services delivered to customers, SLAs shall be in place.● PR2.3 SLAs shall be reviewed at planned intervals.● PR2.4 Service performance shall be evaluated against service targets defined in SLAs.● PR2.5 For supporting services or service components provided by federation members or groups belonging to the same organisation as the service provider or external suppliers, OLAs and UAs shall be agreed.● PR2.6 OLAs and UAs shall be reviewed at planned intervals.● PR2.7 Performance of service components shall be evaluated against operational targets defined in OLAs and UAs.	<ul style="list-style-type: none">● PR2.1 A service catalogue shall be maintained.● PR2.2 For all services delivered to customers, service level agreements (SLAs) shall be in place and reviewed at planned intervals.● PR2.3 Service performance shall be evaluated against service targets defined in SLAs.● PR2.4 For supporting services or service components, underpinning agreements (UAs) and operational level agreements (OLAs) shall be agreed as needed and reviewed at planned intervals.● PR2.5 Performance of supporting services and service components shall be evaluated against targets defined in UAs and OLAs.	<p>As in previous areas, we now avoid having pairs of dependent requirements. Hence requirements about having agreements are combined with the periodic review of those agreements.</p> <p>Slightly simplified language to avoid lengthy descriptions of federation roles within the requirement text.</p>



PR3 Service Reporting Management (SRM)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none"> ● PR3.1 Service reports shall be specified and agreed with their recipients. ● PR3.2 The specification of each service report shall include its identity, purpose, audience, frequency, content, format and method of delivery. ● PR3.3 Service reports shall be produced. Service reporting shall include performance against agreed targets, information about significant events and detected nonconformities. 	<ul style="list-style-type: none"> ● PR3.1 Required reports shall be identified. Reporting shall cover performance of services and processes against defined targets, significant events and detected nonconformities. ● PR3.2 Reports shall be agreed with their recipients and specified. The specification of each report shall include its identity, purpose, audience, frequency, content, format and method of delivery. ● PR3.3 Reports shall be produced and delivered to their recipients according to specifications. 	<p>FitSM removed the term ‘service report’ as it implied a single sort of report, where SRM manages all reports, including those about services and aimed at customers.</p> <p>In line with FitSM principles, version 3.0 encourages selectivity in which reports are needed and must be produced.</p> <p>As with other areas, we combined the requirement on the need for specifications for what is expected within the specifications.</p>



PR4 Service Availability & Continuity Management (SACM)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none">● PR4.1 Service availability and continuity requirements shall be identified taking into consideration SLAs.● PR4.2 Service availability and continuity plans shall be created and maintained.● PR4.3 Service availability and continuity planning shall consider measures to reduce the probability and impact of identified availability and continuity risks.● PR4.4 Availability of services and service components shall be monitored.	<ul style="list-style-type: none">● PR4.1 Service availability and continuity requirements shall be identified and reviewed at planned intervals, taking into consideration SLAs.● PR4.2 Service availability and continuity risks shall be assessed at planned intervals.● PR4.3 Appropriate measures shall be taken to reduce the probability and impact of identified availability and continuity risks and meet identified requirements.● PR4.4 Availability of services and service components shall be monitored.	<p>While SACM plans are important, in version 3.0 we moved the emphasis to the content rather than the delivery method. Hence PR4.1 requires collection of requirements, and PR4.2 focuses on risks, which were previously included in a less prominent way. PR4.3 then requires these requirements and risks to be addressed (including through plans, which remain an output of the process).</p>



PR5 Capacity Management (CAPM)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none">● PR5.1 Service capacity and performance requirements shall be identified taking into consideration SLAs.● PR5.2 Capacity plans shall be created and maintained.● PR5.3 Capacity planning shall consider human, technical and financial resources.● PR5.4 Performance of services and service components shall be monitored based on monitoring the degree of capacity utilisation and identifying operational warnings and exceptions.	<ul style="list-style-type: none">● PR5.1 Service capacity and performance requirements shall be identified and reviewed at planned intervals, taking into consideration SLAs and predicted demand.● PR5.2 Current capacity and utilisation shall be identified.● PR5.3 Future capacity shall be planned to meet identified requirements, considering human, technical and financial resources.● PR5.4 Performance of services and service components shall be analysed based on monitoring the degree of capacity utilisation and identifying operational warnings and exceptions.	<p>As in SACM, emphasis is moved from plans to their contents. Requirements must still be identified and reviewed, but CAPM now explicitly requires current capacity and utilisation to be identified.</p> <p>Demand is also now explicitly mentioned (as it is also now mentioned in PR1: SPM).</p>



PR6 Information Security Management (ISM)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none">● PR6.1 Information security policies shall be defined.● PR6.2 Physical, technical and organizational information security controls shall be implemented to reduce the probability and impact of identified information security risks.● PR6.3 Information security policies and controls shall be reviewed at planned intervals.● PR6.4 Information security events and incidents shall be given an appropriate priority and managed accordingly.● PR6.5 Access control, including provisioning of access rights, for information-processing systems and services shall be carried out in a consistent manner.	<ul style="list-style-type: none">● PR6.1 Information security requirements shall be identified and information security policies defined and reviewed at planned intervals.● PR6.2 Information security risks shall be assessed at planned intervals.● PR6.3 Physical, technical and organisational information security controls shall be implemented to reduce the probability and impact of identified information security risks and meet identified requirements.● PR6.4 Information security events and incidents shall be handled in a consistent manner.● PR6.5 Access control, including provisioning of access rights, shall be carried out in a consistent manner.	<p>In keeping with the approach in version 3.0, requirements to review an entity are now bundled with the need for the entity itself, hence review of policies and controls goes with the need for these. This allows for a new requirement to explicitly assess security risks which was previously implied and taught in FitSM courses, but was not explicitly a requirement.</p> <p>Other requirements were slightly reworded to simplify them and make them more consistent with other requirements.</p>



PR7 Customer Relationship Management (CRM)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none">● PR7.1 Service customers shall be identified.● PR7.2 For each customer, there shall be a designated contact responsible for managing the customer relationship and customer satisfaction.● PR7.3 Communication mechanisms with customers shall be established.● PR7.4 Service reviews with the customers shall be conducted at planned intervals.● PR7.5 Service complaints from customers shall be managed.● PR7.6 Customer satisfaction shall be managed.	<ul style="list-style-type: none">● PR7.1 Service customers shall be identified.● PR7.2 For each customer, there shall be a designated contact responsible for managing the relationship with them.● PR7.3 Channels used to communicate with each customer, including mechanisms for service ordering, escalation and complaint shall be established.● PR7.4 Service reviews with customers shall be conducted at planned intervals.● PR7.5 Service complaints from customers shall be handled in a consistent manner.● PR7.6 Customer satisfaction shall be managed.	<p>Changes to PR7 are relatively minor. Clarification on the purpose of communication mechanisms with customers is provided, rather than just a means of communication in general. Other requirements are slightly rephrased for consistency.</p>



PR8 Supplier Relationship Management (SUPPM)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none"> ● PR8.1 Suppliers shall be identified. ● PR8.2 For each supplier, there shall be a designated contact responsible for managing the relationship with the supplier. ● PR8.3 Communication mechanisms with suppliers shall be established. ● PR8.4 Supplier performance shall be monitored. 	<ul style="list-style-type: none"> ● PR8.1 Internal and external suppliers shall be identified. ● PR8.2 For each supplier, there shall be a designated contact responsible for managing the relationship with them. ● PR8.3 Channels used to communicate with each supplier, including escalation mechanisms, shall be established. ● PR8.4 Suppliers shall be evaluated at planned intervals. 	<p>As already stated in PR1.4, we now explicitly mention internal and external suppliers, which better reflects modern outsourcing, multi-sourcing, etc. approaches. This also better lets SUPPM address federated scenarios.</p> <p>As in CRM, purposes of communication channels are stated.</p> <p>Suppliers are now evaluated rather than simply monitored, to stress the need to act on results.</p>



PR9 Incident & Service Request Management (ISRM)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none"> ● PR9.1 All incidents and service requests shall be registered, classified and prioritized in a consistent manner. ● PR9.2 Prioritization of incidents and service requests shall take into account service targets from SLAs. ● PR9.3 Escalation of incidents and service requests shall be carried out in a consistent manner. ● PR9.4 Closure of incidents and service requests shall be carried out in a consistent manner. ● PR9.5 Personnel involved in the incident and service request management process shall have access to relevant information including known errors, workarounds, configuration and release information. ● PR9.6 Users shall be kept informed of the progress of incidents and service requests they have reported. ● PR9.7 There shall be a definition of major incidents and a consistent approach to managing them. 	<ul style="list-style-type: none"> ● PR9.1 All incidents and service requests shall be registered, classified and prioritised in a consistent manner, taking into account service targets from SLAs. ● PR9.2 Incidents shall be resolved and service requests fulfilled, taking into consideration information from SLAs and on known errors, as relevant. ● PR9.3 Functional and hierarchical escalation of incidents and service requests shall be carried out in a consistent manner. ● PR9.4 Customers and users shall be kept informed of the progress of incidents and service requests, as appropriate. ● PR9.5 Closure of incidents and service requests shall be carried out in a consistent manner. ● PR9.6 Major incidents shall be identified based on defined criteria, and handled in a consistent manner. 	<p>The prior PR9.1 and PR9.2 are combined so that addressing SLA requirements is bundled in with registration, classification and prioritisation of incidents. Prioritisation is also now considered together with the two previous steps.</p> <p>There is now an explicit requirement to resolve incidents and service requests, rather than simply close them correctly.</p> <p>Escalation now mentions the two typical forms possible already taught in Foundation courses.</p> <p>A requirement requiring access to information from Problem Management was removed, as while important, it was one of many interfaces and did not merit its own requirement. Other requirements are slightly reworded.</p>



PR10 Problem Management (PM)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none">● PR10.1 Problems shall be identified and registered in a consistent manner, based on analysing patterns and trends in the occurrence of incidents.● PR10.2 Problems shall be investigated to identify actions to resolve them or reduce their impact on services.● PR10.3 If a problem is not permanently resolved, a known error shall be registered together with actions such as effective workarounds and temporary fixes.● PR10.4 Up-to-date information on known errors and effective workarounds shall be maintained.	<ul style="list-style-type: none">● PR10.1 Problems shall be identified and registered in a consistent manner, based on analysing patterns and trends in the occurrence of incidents.● PR10.2 Problems shall be investigated to identify actions to resolve them or reduce their impact on services.● PR10.3 If a problem is not permanently resolved, a known error shall be registered together with actions such as effective workarounds and temporary fixes.● PR10.4 Up-to-date information on known errors and effective workarounds shall be maintained.	Minor changes to the wording of requirements, including clarifying that the identification of problems is on patterns and trends in the occurrence of incidents, not on other aspects that might show trends.



PR11 Configuration Management (CONFM)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none">● PR11.1 Configuration item (CI) types and relationship types shall be defined.● PR11.2 The level of detail of configuration information recorded shall be sufficient to support effective control over CIs.● PR11.3 Each CI and its relationships with other CIs shall be recorded in a configuration management database (CMDB).● PR11.4 CIs shall be controlled and changes to CIs tracked in the CMDB.● PR11.5 The information stored in the CMDB shall be verified at planned intervals.● PR11.6 Before a new release into a live environment, a configuration baseline of the affected CIs shall be taken.	<ul style="list-style-type: none">● PR11.1 The scope of configuration management shall be defined together with the types of configuration items (CIs) and relationships to be considered.● PR11.2 The level of detail of configuration information shall be sufficient to support effective control over CIs.● PR11.3 Information on CIs and their relationships with other CIs shall be maintained in a configuration management database (CMDB).● PR11.4 CIs shall be controlled and changes to CIs tracked in the CMDB.● PR11.5 The information stored in the CMDB shall be verified at planned intervals.	<p>PR11.1 was clarified in order to stress the need to define a scope of configuration management, as well as identifying CI types and relationship types. This is then combined with PR11.2 to set the level of detail addressed within this scope.</p> <p>The requirement on configuration baselines was removed as too detailed, and anyway more in the scope of Release and Deployment management.</p>



PR12 Change Management (CHM)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none"> ● PR12.1 All changes shall be registered and classified in a consistent manner. ● PR12.2 All changes shall be assessed and approved in a consistent manner. ● PR12.3 All changes shall be subject to a post implementation review and closed in a consistent manner. ● PR12.4 There shall be a definition of emergency changes and a consistent approach to managing them. ● PR12.5 In making decisions on the acceptance of requests for change, the benefits, risks, potential impact to services and customers and technical feasibility shall be taken into consideration. ● PR12.6 A schedule of changes shall be maintained. It shall contain details of approved changes, and proposed deployment dates, which shall be communicated to interested parties. ● PR12.7 For changes of high impact or high risk, the steps required to reverse an unsuccessful change or remedy any negative effects shall be planned and tested. 	<ul style="list-style-type: none"> ● PR12.1 All changes shall be registered and classified in a consistent manner. Classification shall be based on defined criteria and consider different types of changes, including emergency changes and major changes. ● PR12.2 For each type of change, steps shall be defined for handling them in a consistent manner. ● PR12.3 Changes shall be assessed in a consistent manner, taking into consideration benefits, risks, potential impact, effort and technical feasibility. ● PR12.4 Changes shall be approved in a consistent manner. The required level of approval shall be determined based on defined criteria. ● PR12.5 Changes shall be subject to a post implementation review as needed, and closed in a consistent manner. ● PR12.6 A schedule of changes shall be maintained. It shall contain details of approved changes and intended deployment dates, which shall be communicated to interested parties. 	<p>Clarification that classification is based on defined criteria and related to type of change, and related that each change type should have different steps to handle them. This then included major and emergency changes.</p> <p>Requirements on assessment and the criteria for assessing changes are combined into a single requirement.</p> <p>A requirement on reversing changes was removed as it is sufficiently covered in RDM and was too heavyweight.</p>

PR13 Release & Deployment Management (RDM)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none"> ● PR13.1 A release policy shall be defined. ● PR13.2 The deployment of new or changed services and service components to the live environment shall be planned with all relevant parties including affected customers. ● PR13.3 Releases shall be built and tested prior to being deployed. ● PR13.4 Acceptance criteria for each release shall be agreed with the customers and any other relevant parties. Before deployment the release shall be verified against the agreed acceptance criteria and approved. ● PR13.5 Deployment preparation shall consider steps to be taken in case of unsuccessful deployment to reduce the impact on services and customers. ● PR13.6 Releases shall be evaluated for success or failure. 	<ul style="list-style-type: none"> ● PR13.1 Release and deployment strategies shall be defined, together with the service components and CIs to which they are applied. Strategies shall be aligned with the frequency and impact of releases as well as the technology supporting deployment. ● PR13.2 Criteria for including approved changes in a release shall be defined, taking into consideration the applicable release and deployment strategy. ● PR13.3 Deployment of releases shall be planned, including acceptance criteria, as needed. ● PR13.4 Releases shall be built, tested and evaluated against acceptance criteria prior to being deployed. The extent of release testing shall be appropriate to the type of release and its potential impact on services. ● PR13.5 Deployment preparation shall consider steps to be taken in case of unsuccessful deployment. ● PR13.6 Deployment activities shall be evaluated for success or failure. 	<p>A new concept was added: Release and deployment strategies. In the former FitSM-1, many practitioners felt that the requirements strongly suggested a traditional waterfall style approach to release and deployment.</p> <p>Release and deployment strategies can then be written for different components and situations i.e. different types of release. This allows e.g. traditional planned releases for hardware, but also more modern continuous release and integration for software under an agile methodology. Strategies then inform criteria for releases.</p> <p>Customers are no longer required to agree to release acceptance criteria, as this is tied to only one type of release (though customer agreement is still advisable where appropriate).</p>



PR14 Continual Service Improvement Management (CSI)		
VERSION 2.1	VERSION 3.0	COMMENTARY
<ul style="list-style-type: none">● PR14.1 Opportunities for improvement shall be identified and registered.● PR14.2 Opportunities for improvement shall be evaluated and approved in a consistent manner.	<ul style="list-style-type: none">● PR14.1 Opportunities for improvement of services and processes shall be identified and registered, based on reports as well as results from measurements, assessments and audits of the SMS.● PR14.2 Opportunities for improvement shall be evaluated in a consistent manner and actions to address them identified.● PR14.3 The implementation of actions for improvement shall be controlled in a consistent manner.	<p>Opportunities for improvement now explicitly cover ITSM processes and the services they support.</p> <p>Information on where to gather improvement suggestions is included, though this is not an exclusive list, and all sources should be considered.</p> <p>Implementation of approved improvements is now explicitly mentioned.</p>