



**International
Standard**

ISO/IEC 20000-1

**Information technology — Service
management —**

**Part 1:
Service management system
requirements**

**AMENDMENT 1: Climate action
changes**

Technologies de l'information — Gestion des services —

Partie 1: Exigences du système de management des services

AMENDEMENT 1: Actions relatives aux changements climatiques

**Third edition
2018-09**

**AMENDMENT 1
2024-02**



COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2024

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland