



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
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**AMENDMENT 1
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Information technology — Service management —

Part 1: Service management system requirements

AMENDMENT 1: Climate action changes

4.1

Add the following sentence at the end of the subclause:

The organization shall determine whether climate change is a relevant issue.

4.2

Add the following note at the end of the subclause:

NOTE 2 Relevant interested parties can have requirements related to climate change.



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