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2017-06-12

Informationsteknologi – Serviceledelse – Del 6: Krav til organer, der yder audit og certificering af serviceledelsessystemer

Information technology – Service management – Part 6: Requirements for bodies providing audit and certification of service management systems

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DS projekt: M302578
ICS: 03.080.99; 03.120.20; 35.020

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First edition
2017-06

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Part 6: Requirements for bodies providing audit and certification of service management systems

Technologies de l'information — Gestion des services —

Partie 6: Exigences pour les organismes procédant à l'audit et à la certification des systèmes de management de la gestion des services

Reference number
ISO/IEC 20000-6:2017(E)

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Contents

Page

Foreword ... **v**

Introduction ... **vi**

1 Scope ... **1**

2 Normative references ... **1**

3 Terms and definitions ... **1**

4 Principles ... **1**

5 General requirements ... **1**
5.1 Legal and contractual matters ... 1
5.2 Management of impartiality ... 2
5.3 Liability and financing ... 2

6 Structural requirements ... **2**

7 Resource requirements ... **2**
7.1 Competence of personnel ... 2
7.1.1 General considerations ... 2
7.1.2 Determination of competence criteria ... 2
7.1.3 Evaluation processes ... 3
7.1.4 Other considerations ... 3
7.2 Personnel involved in certification activities ... 3
7.3 Use of individual external auditors and external technical experts ... 3
7.4 Personnel records ... 3
7.5 Outsourcing ... 3

8 Information requirements ... **4**
8.1 Public information ... 4
8.2 Certification documents ... 4
8.3 Reference to certification and use of marks ... 4
8.4 Confidentiality ... 4
8.5 Information exchange between a certification body and its clients ... 4

9 Process requirements ... **4**
9.1 Pre-certification activities ... 4
9.1.1 Application ... 4
9.1.2 Application review ... 4
9.1.3 Audit programme ... 5
9.1.4 Determining audit time ... 5
9.1.5 Multi-site sampling ... 8
9.1.6 Multiple management systems standards ... 8
9.2 Planning audits ... 9
9.2.1 Determining audit objectives, scope and criteria ... 9
9.2.2 Audit team selection and assignments ... 9
9.2.3 Audit plan ... 9
9.3 Initial certification ... 10
9.4 Conducting audits ... 10
9.4.1 General ... 10
9.4.2 Conducting the opening meeting ... 10
9.4.3 Communication during the audit ... 10
9.4.4 Obtaining and verifying information ... 10
9.4.5 Identifying and recording audit findings ... 11
9.4.6 Preparing audit conclusions ... 11
9.4.7 Conducting the closing meeting ... 11
9.4.8 Audit report ... 11
9.4.9 Cause analysis of nonconformities ... 11
9.4.10 Effectiveness of corrections and corrective actions ... 11

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9.5 Certification decision 11
9.6 Maintaining certification 11
9.7 Appeals 11
9.8 Complaints 11
9.9 Client records 11
9.10 Management system requirements for certification bodies 12

Bibliography **13**

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

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This document was prepared by Technical Committee ISO/IEC JTC 1, *Information technology*, subcommittee, SC 40, *IT Service Management and IT Governance*.

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Introduction

This document is for use by certification bodies for auditing and certifying a service management system (SMS) in accordance with ISO/IEC 20000-1. It can also be used by accreditation bodies when assessing certification bodies. It is intended to be used in conjunction with ISO/IEC 17021-1, which sets out criteria for certification bodies providing audit and certification of management systems. This document provides requirements additional to those in ISO/IEC 17021-1.

Correct application of this document will enable certification bodies to harmonize their application of ISO/IEC 17021-1 for assessments against ISO/IEC 20000-1. It will also enable accreditation bodies to harmonize their application of the standards they use to assess certification bodies.

This document follows the structure of ISO/IEC 17021-1, as far as possible. The requirements additional to those in ISO/IEC 17021-1 are shown as subclauses numbered “SMxxx”.

ISO/IEC 17021-1 and this document use the term “client” for the organization seeking certification.

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Information technology — Service management —

Part 6: Requirements for bodies providing audit and certification of service management systems

1 Scope

This document specifies requirements and provides guidance for certification bodies providing audit and certification of an SMS in accordance with ISO/IEC 20000-1. It does not change the requirements specified in ISO/IEC 20000-1. This document can also be used by accreditation bodies for accreditation of certification bodies.

A certification body providing SMS certification is expected to be able to demonstrate fulfilment of the requirements specified in this document, in addition to the requirements in ISO/IEC 17021-1.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 17021-1:2015, *Conformity assessment — Requirements for bodies providing audit and certification of management systems — Part 1: Requirements*

ISO/IEC 20000-1, *Information technology — Service management — Part 1: Service management system requirements*

ISO/IEC TR 20000-10, *Information technology — Service management — Part 10: Concepts and terminology*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17021-1 and ISO/IEC TR 20000-10 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— IEC Electropedia: available at http://www.electropedia.org/

— ISO Online browsing platform: available at http://www.iso.org/obp

4 Principles

For the purposes of this document, the principles in ISO/IEC 17021-1:2015, Clause 4 apply.

5 General requirements

5.1 Legal and contractual matters

The requirements in ISO/IEC 17021-1:2015, 5.1 apply.

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