



# Heads Up

Issue: 213

Date: 2011/10/13

To: ANAB-Accredited and Applicant CBs and Accreditation Assessors

From: Lori Scheid-Gillespie, Accreditation Manager

Re: Transition to ISO/IEC 20000-1:2011

ISO/IEC 20000-1:2005, Information technology – Service Management – Part 1: Specification has been updated to ISO/IEC 20000-1:2011, Information technology – Service Management – Part 1: Service management system requirements. The revised document was published on 2011/06/01.

Conducting audits and issuing certifications and re-certifications using ISO/IEC 20000-1:2005 will cease 24 months from the introduction of the new version, ISO/IEC 20000-1:2011 – that is, by 2013/06/01.

## **Transition for ANAB-Accredited ISO/IEC 20000-1 CBs**

A transition plan shall be provided to ANAB as soon as possible. To avoid further action, ANAB needs to receive the plan by 2012/06/01.

Please submit the plan and any appropriate attachments via EQM. This week you will find an ISO/IEC 20000-1 Transition Document Review in EQM under the “Audits-main location” link (tree view item), under the section titled “Required Audits (not Scheduled).”

Attach your plan and any additional information to the CB Report tab within the assessment in EQM, and e-mail your EATL and coordinator when the information has been submitted. There will be a minimal charge for the review based on the amount of time required for review.

The information shall include, at a minimum:

1. An updated ISO/IEC 17021 criteria matrix highlighting any changes to your documented system.
2. A transition plan with timescales for certified organizations.
3. A plan with timescales to ensure auditors are competent for the revised standard.

## **Transition for Applicant (and Inquiring) CBs**

If you have not submitted your completed application, you need to consider changes to the standard. The CB shall provide an accreditation application to offer certification to ISO/IEC 20000-1:2011.

If you have already submitted your application, provide (via the EQM document review) an updated ISO/IEC 17021 criteria matrix highlighting any changes to the CB’s documented system and any revisions to the competency of the auditors to support the revised document.

ANAB will continue the review as outlined in the application process.

## **Transition for Applicant and Certified Organizations**

### **For organizations already certified within the scheme before 2011/06/01:**

Audits and recertifications of organizations already certified will be permitted using ISO/IEC 20000-1:2005 for the 24 months following publication of ISO/IEC 20000-1:2011 to allow organizations time to adapt to meet the new requirements.

After 2013/06/01, only audits and recertifications using the ISO/IEC 20000-1:2011 will be accepted.

### **For new applications to become ISO 20000 certified received after 2011/06/01:**

Audits and certifications of newly certified organizations will be permitted using ISO/IEC 20000-1:2005 until 2012/06/01. After 2012/06/01, only audits and certifications using ISO/IEC 20000-1:2011 will be accepted.