



ACCREDITATION RULE 25
Issue Date: 2011/03/24
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Supersedes: 2009/02/13

SUBJECT: Accreditation Program for Information Technology Service Management Systems (ITSMS)

APPLIES TO: ISO/IEC 20000-1 ANAB-Accredited and Applicant Certification Bodies

PREFACE

This Accreditation Rule is to inform certification bodies (CBs) of ANAB requirements for accreditation to certify organizations for ITSMS conforming with ISO/IEC 20000, Information Technology – Service Management – Part 1: Specification.

ACCREDITATION RULE

1. Requirement Documents (current versions)
 - 1.1. ISO/IEC 20000, Information Technology – Service Management – Part 1: Specification
 - 1.2. ISO/IEC 17021, Conformity assessment – Requirements for bodies providing audit and certification of management systems
 - 1.3. MA 6000, ANAB Accreditation Manual, and applicable ANAB Accreditation Rules
 - 1.4. IAF Mandatory Documents as applicable
2. Prerequisites
 - 2.1. A CB shall conform with ISO/IEC 17021.
3. Application Process
 - 3.1. ITSMS applicant CBs can obtain an application for informational use at www.anab.org.
 - 3.2. The application process outlined at <http://www.anab.org/certification-bodies/become-a-certification-body.aspx> must be completed via ANAB's Enterprise Quality Manager (EQM) database when the CB is ready to apply for ITSMS accreditation.
 - 3.3. The application fee includes the cost of one assessor day for the off-site documentation review.
4. Initial Assessment and Accreditation
 - 4.1. An ANAB accreditation assessor shall conduct a full documentation review.
 - 4.2. After the documents are found acceptable, ANAB shall conduct a witnessed audit.
 - 4.2.1. ANAB shall witness the CB conducting a two-stage audit process (stages 1 and 2).
 - 4.2.1.1. The stage 2 ITSMS audit shall be conducted by a team of at least two auditors of the CB.
 - 4.2.1.2. The ANAB assessment team shall have the same number of members as the CB audit team.
 - 4.3. An office assessment may be required based on the results of the document review or witnessed audits.
5. Ongoing Surveillance

5.1. ANAB shall conduct an annual office assessment and annually witness a CB team (a team may consist of one auditor) conducting an ITSMS audit.

5.1.1. The office assessment shall be conducted concurrently with other ANAB accreditation programs for which the CB is accredited.

5.1.2. Annual witnessed audits may be surveillance audits; however, one annual witnessed audit in the accreditation cycle shall evaluate the CB's recertification process and one annual witnessed audit in the accreditation cycle shall evaluate the CB's initial certification audit (stages 1 and 2) process.

6. Re-accreditation

6.1. The ITSMS accreditation period initially shall be four years *or* shall be established to coincide with the CB's current accreditation period (if any), and thereafter shall be four years.

6.2. ANAB shall conduct a document review of changes and an on-site office assessment and witnessed audit.

6.2.1. The required witnessing of a CB's initial audit (stages 1 and 2) may be achieved any time within the accreditation cycle; however, it must be completed prior to re-accreditation.

7. Audit Duration

7.1. For each client, the CB shall document the justification for the audit duration and maintain records of the audit duration and justification.

8. Audit Team Competence

8.1. In addition to the demonstrated knowledge, skills, and attributes for competence of management systems audit team members, a CB shall demonstrate each audit team has the additional knowledge as follows:

8.1.1. Be able to judge conformance or nonconformance to ISO/IEC 20000-1.

8.1.2. Be able to make sound judgments when auditing the following service delivery processes:

8.1.2.1. Service level management

8.1.2.2. Service reporting

8.1.2.3. Service continuity and availability management

8.1.2.4. Budgeting and accounting for IT services

8.1.2.5. Capacity management

8.1.2.6. Information security management

8.1.3. Be able to make sound judgments when auditing the following relationship processes:

8.1.3.1. Business relationship management.

8.1.3.2. Supplier management

8.1.4. Be able to make sound judgments when auditing the following resolution processes:

8.1.4.1. Incident management

8.1.4.2. Problem management

8.1.5. Be able to make sound judgments when auditing the following control processes:

8.1.5.1. Configuration management.

8.1.5.2. Change management

8.1.6. Be able to make sound judgments when auditing the release management process.

8.2. The above knowledge can be demonstrated through successful completion of recognized training in ISO 20000 of a minimum of two days in duration focused on ISO 20000 requirements.