

Specific Accreditation Protocol:
**Certification of IT Service management systems
 based on ISO/IEC 20000 - 1**

Specific Accreditation Protocol: This is a brief description of the assessment service for a specific accreditation. It should be read in conjunction with the generic RvA Regulations – RvA-R2.

1. Normative documents	
1.1 Accreditation criteria and guidance	
Standard (the current revision of the documents may be found on the website specified for each document):	
ISO/IEC Guide 62 / EN 45012 http://www.iso.ch	General requirements for bodies operating assessment and certification/registration of quality systems.
Guidance (the current revision of the documents may be found on the website specified for each document):	
itSMF 15/015: 2005 http://www.itsmf.com	Scheme for Bodies Operating the Certification / Registration of IT Service Management Systems
1.2 Documents relevant for Conformity Assessment Body	
ISO/IEC 20000 – 1 : 2005	Information technology -- Service management -- Part 1: Specification
2. Description of the scope of accreditation	
Accreditation of certification based on ISO/IEC 20000-1 shall be included in the 45012 scope of accreditation as follows:	
- Standard / normative document: ISO/IEC 20000	
- Certification scheme: Certification of IT Service Management Systems	
3. Assessments	
General: The assessment strategy depends on the requested scope of accreditation and the other activities for which the body is accredited or requests accreditation.	
3.1 Pre-assessment	
Documents required (in Dutch or English)	- Completed registration forms F1 and F6; - Evidence of legal status and articles of association; - Quality manual and procedures as referred to in section 2.1.4.3 of ISO Guide 62 / EN 45012; - Cross reference table between accreditation criteria and the documented system
Extent of assessment (indication)	- Review of documents - Optional additional visit to office of body
Team composition	- Team leader
Indication of time allocation (man days)	- 2-3 man days
Reporting procedures	- An extended report or a summary report in case of a visit
3.2 Initial assessment	
Documents required (in Dutch or English)	- Evidence of legal status and articles of association; - Quality manual and procedures as referred to in section 2.1.4.3 of ISO Guide 62 / EN 45012; - Cross reference table between accreditation criteria and the documented system - For witnessing audits: In addition to the documents required for the document review, the RvA requires that at least two weeks before the witnessed audit, the RvA assessment team is provided with the following documents: o the auditee's Quality Manual (top tier), including a brief description of the organization's activities and product groups/lines; o the results of the auditee's risk analysis; o application form for certification completed by the auditee and documents demonstrating the CB's contract review; o the report of the CB's pre-assessment (document review) of the organization's management system;

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<p>Extent of assessment (indication)</p> <p>Team composition</p> <p>Indication of time allocation (man days)</p> <p>Reporting procedures</p> <p>Decision making</p>	<ul style="list-style-type: none"> - the audit plan, information on the audit location and name of contact person of auditee as appropriate. - Office assessment - Witnessing of an audit - TL leader and expert - 2-3 man days office assessment + 3-4 man days witnessing, 3-4 days preparation and reporting - Extended report - Recommendation by lead assessor - Recommendation by Accreditations Committee - Decision by Executive Director
3.3 Surveillances	
<p>Frequency</p> <p>Documents required (in Dutch or English)</p> <p>Extent of assessment (indication)</p> <p>Team composition</p> <p>Indication of time allocation (man days)</p> <p>Reporting procedures</p> <p>Decision making</p>	<ul style="list-style-type: none"> - The first surveillance takes place 6-12 months after granting accreditation; after that annual. - Quality manual and procedures as referred to in section 2.1.4.3 of ISO Guide 62 / EN 45012; - Cross reference table between accreditation criteria and the documented system - Office assessment and once in accreditation cycle a witnessing - Team leader and for witnessing an expert - 1 - 2 man-days; in case of witnessing 2-3 man days - On site reporting - Recommendation by lead assessor - Decision by executive director
3.4 Re-assessment	
<p>Frequency</p> <p>Documents required (in Dutch or English)</p> <p>Extent of assessment</p> <p>Team composition</p> <p>Indication of time allocation (man days)</p> <p>Reporting procedures</p> <p>Decision making</p>	<ul style="list-style-type: none"> - Six months before accreditation expires. - Evidence of legal status and articles of association; - Quality manual and procedures as referred to in section 2.1.4.3 of ISO Guide 62 / EN 45012; - Cross reference table between accreditation criteria and the documented system - For witnessing audits: In addition to the documents required for the document review, the RvA requires that at least two weeks before the witnessed audit, the RvA assessment team is provided with the following documents: <ul style="list-style-type: none"> o the auditee's Quality Manual (top tier), including a brief description of the organization's activities and product groups/lines; o the results of the auditee's risk analysis; o application form for certification completed by the auditee and documents demonstrating the CB's contract review; o the report of the CB's pre-assessment (document review) of the organization's management system; - the audit plan, information on the audit location and name of contact person of auditee as appropriate. - Office assessment - Witnessing of an audit - TL leader and expert - 2-3 man days office assessment + 3-4 man days witnessing, 3-4 days preparation and reporting - Extended report - Recommendation by lead assessor - Recommendation by Accreditations Committee - Decision by Executive Director
3.5 Scope extension	

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Documents required	- Completed form RvA-F105 and information requested in this form
Extent of assessment (indication)	- Assessment of documents , office assessment and/or witnessing depending on the existing and requested scope (refer to section 2).
Team composition	- Team leader and in case witnessing is required then also an expert.
Indication of time allocation (man days)	- 1-4 man day
Reporting procedures	- Extended preliminary report, followed by a final report after a follow-up assessment (if applicable)
Decision making	- Recommendation by lead assessor - Decision by Executive Director
<i>4. Miscellaneous</i>	
<i>4.1 Relevant Legislation</i>	
Not applicable	
<i>4.2 Internal RvA expertise holder</i>	
Mr. Jan van den Akker MSc	
<i>4.3 Specific assessment subjects</i>	
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<i>4.4 Organizations to be notified by RvA</i>	
Not applicable	