

**Raad voor Accreditatie
(Dutch Accreditation Council
RvA)**

**Specific Accreditation
Protocol for Certification
according to ISO/IEC 20000**

Document code:

RvA-SAP-C002-UK

Version 4.1, 06-07-2021

A Specific Accreditation Protocol (SAP) describes the assessment service for a specific accreditation. It should be read in conjunction with the generic RvA regulations and policy documents.
A current version of the SAP is available through the website of the RvA. (www.rva.nl).

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Introduction

This SAP should be read in conjunction with SAP-C000, only additional or deviating aspects have been listed in this SAP. This means that some paragraph numbers in this SAP are missing (if all relevant information is already contained in SAP C000).

1 Relevant documents

1.1 Standard used for accreditation

- EN ISO/IEC 17021-1, Conformity assessment - Requirements for bodies providing audit and certification of management systems.

1.2 Additional standards

- NEN-ISO/IEC 20000-6 Information technology – Service management - Part 6: Requirements for bodies providing audit and certification of service management systems

1.5 Certification documents

Certification bodies certify against:

- ISO/IEC 20000-1: Information technology - Service management - Part 1: Service management system requirements.

Certification bodies may use the following ISO-documents for certification:

- ISO/IEC 20000-2: Information technology - Service management - Part 2: Guidance on the application of service management systems;
- ISO/IEC 20000-3: Information technology - Service management - Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1.

The current version of the documents is available on the ISO website (www.iso.org/standards.html).

2 Scope of accreditation

Accreditation of certification based on ISO/IEC 20000-1 shall be included in the EN ISO/IEC 17021-1 scope of accreditation as follows:

- Standard/normative document: ISO/IEC 20000-1
- Certification scheme: Certification of IT Service Management Systems

There are no specific sub scopes specified for this scope of accreditation.

3 Accreditation assessments

3.1 Documents to be submitted

Additional requirements compared to SAP C000:

For witnessing:

- the results of the auditee's risk analysis;
- a list of the applicable laws and regulations for IT-Service Management.

3.2 The type and content of assessments

In addition to the generic rules for the type and content of RvA assessments as defined in RvA-BR002, RvA-BR005 and SAP-C000, for this specific accreditation the requirements from the following table apply. The type, extent and content of the assessment depend on the requested scope of accreditation, existing other accreditations and the functioning of the certification body in the past (where relevant).

<i>Assessment method</i>	<i>Pre-assessment</i>	<i>Initial or re-assessment</i>	<i>Surveillance (see RvA-BR005 for the general policy)</i>	<i>Scope extension ⁽³⁾</i>
Witnessing	-	√ an initial or recertification assessment audit ⁽¹⁾⁽²⁾	√ once per accreditation cycle	

⁽¹⁾ If the Certification body has not applied the stage one/stage two methodology with other accredited scheme's, witnessing a full stage one/stage two audit is required.

⁽²⁾ If no full stage one/stage two audit is available a re-assessment audit will be witnessed and the Certification body is required to report the first full stage one/stage two audit as a witness candidate.

⁽³⁾ Within this accreditation no sub-scopes are defined. Extension for sub-scopes is not applicable

3.3 Reassessments and surveillance

The implementation of the ISO 20000-1 certification system shall be verified during each surveillance and re-assessment of the RvA.

3.4 Scope extension

Not applicable within this scheme.

3.5 Policy concerning witnessing

Previous results of witnessing will be taken into account in the witness strategy.

4 Specific assessment issues

Audit time.

In case the certification body performs a combined ISO 9001/ISO 20000-1 audit and/or a combined ISO 27001/ISO 20000-1 audit, the audit time shall be calculated using IAF-MD11. Refer to clause 9.1.4.3 of ISO 20000-6 for possible adjustments of audit time for the ISO 20000-1 certification.

The certification body shall justify deviations from this calculation and it shall demonstrate to have performed an effective audit.

5 Changes to the previous version of this document

In comparison with version 4 dated February 28, 2020 the following significant changes have been made:

- Additional document IAF MD 18: 2015 is replaced by ISO/IEC 20000-6
- Chapter 4: combined audit 27001/20000-1 added

Annex 1: Example of a full scope for ISO 20000

Standard/ Normative document	Certification scheme
ISO 20000-1	Certification of IT Service Management Systems Accreditation is granted according to ISO/IEC 20000-6