

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

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

Document code:

RvA-SAP-C002-UK

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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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1 Relevant documents

1.1 Accreditation requirements

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

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).

1.3 Additional documents

IAF-documents applicable for accreditation for ISO 20000 certification:

- IAF MD 18:2015, Issue 1: Application of ISO/IEC 17021:2011 in the Service Management Sector (ISO/IEC 20000-1).

The current version of the document is available on the IAF website (www.iaf.nu).

1.5 Certification documents

Certification bodies certify against:

- ISO/IEC 20000-1: 2011: Information technology - Service management - Part 1: Service management system requirements.

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

- ISO/IEC 20000-2: 2012, Information technology - Service management - Part 2: Guidance on the application of service management systems;
- ISO/IEC/TR 20000-3: 2012, Information technology - Service management - Part 3: Guidance on scope definition and applicability of ISO/IEC 20000-1.

2 Scope of accreditation

Accreditation of certification based on ISO/IEC 20000-1 shall be included in the 17021 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 extension³⁾</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

No additional requirements compared to SAP C000.

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 an integrated ISO 9001/ISO 20000-1 audit, the audit time shall be calculated using IAF-MD11.

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

5 Other information

RvA expertise holder EN ISO/IEC 17021: Corné Cox (come.cox@rva.nl)

RvA co-ordinator for the scheme: Carmen Goettsch (carmen.goettsch@rva.nl)

RvA technical expert for the scheme: Jan van den Akker (jan.vanden.akker@rva.nl)

6 Changes to the previous version of this document

- changes due to the new issue of IAF MD18;
- update due to new SAP structure with reference to SAP-C000;
- changes due to the transition to ISO/IEC 17021-1:2015;
- consideration of audit time in case of an integrated ISO 9001/ISO 20000-1 audit.

Annex 1: Example of a full scope for ISO 20000

Standard/ Normative document	Certification scheme
ISO 20000-1	Certification of IT Service Management Systems