ACCREDITATION RULE 25

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

APPLIES TO: ISO/IEC 20000-1 ITSMS 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.

ACCREDITATION RULE

1. Requirement Documents (current versions unless specified)
   1.2. ISO/IEC 17021-1, Conformity assessment – Requirements for bodies providing audit and certification of management systems
   1.3. MA 5000, ANAB Accreditation Manual, and applicable ANAB Accreditation Rules
   1.4. IAF Mandatory Documents as applicable

2. Application Process
   2.1. CBs can obtain applications for informational use at www.anab.org.
   2.2. The application process outlined at www.anab.org must be completed via ANAB’s Enterprise Quality Manager (EQM) database when the CB is ready to apply for accreditation.
   2.3. The application fee includes the cost of one assessor day for the off-site documentation review.

3. Initial Assessments for Accreditation
   3.1. An ANAB accreditation assessor shall conduct a full documentation review.
   3.2. After the documents are found acceptable, ANAB shall conduct an office assessment and required witnessed audits.
      3.2.1. The office assessment shall be conducted on site or remotely (at ANAB’s discretion) and is conducted to ensure the CB’s certification process for ITSMS conforms with ISO/IEC 17021-1 and ISO/IEC 20000 and is effective.
      3.2.2. ANAB shall witness the CB conducting a two-stage audit process (stages 1 and 2).
      3.2.1.1. The ANAB assessment team shall have the same number of members as the CB audit team.

4. Surveillance Assessments
   4.1. ANAB shall conduct an annual office assessment, and annually witness the CB conducting an ITSMS audit.
      4.1.1. When possible, the office assessment shall be conducted concurrently with assessments for other ANAB accreditation programs for which the CB is accredited.
      4.1.2. During the accreditation cycle, ANAB shall evaluate the CB’s full system audit process during at least one annual witnessed audit (stages 1 and 2 certification audit or
recertification). The additional witnessed audits required in the accreditation cycle are based on the CB’s audit activity and management system findings, and include audit types such as surveillance, special, multi-site, scope expansion, transfer, integrated, ASRP, and/or CAAT. ANAB Accreditation Rule 18 outlines the witnessed audit scheduling process and the process for potentially altering the types of audits witnessed.

5. Re-accreditation Assessments

5.1. ANAB shall conduct a document review and an on-site full system office assessment at approximately six months prior to the expiration of accreditation.

6. Audit Duration

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

7. Competence of CB Personnel

7.1. In addition to the demonstrated knowledge, skills, and attributes for competence of management systems audit team members, the CB shall demonstrate each audit team is able to:

7.1.1. Judge conformance or nonconformance to ISO/IEC 20000-1.

7.1.2. Make sound judgments when auditing the following service delivery processes:

a. Service level management
b. Service reporting
c. Service continuity and availability management
d. Budgeting and accounting for IT services
e. Capacity management
f. Information security management

7.1.3. Make sound judgments when auditing the following relationship processes:

a. Business relationship management.
b. Supplier management

7.1.4. Make sound judgments when auditing the following resolution processes:

a. Incident management
b. Problem management

7.1.5. Make sound judgments when auditing the following control processes:

a. Configuration management.
b. Change management

7.1.6. Make sound judgments when auditing the release management process.