

Australian/New Zealand Standard™

**Information technology —
Service management**

**Part 6: Requirements for bodies
providing audit and certification of
service management systems**



AS/NZS ISO/IEC 20000.6:2019

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- Australian Information Industry Association
- Australian Institute of Company Directors
- Consumers' Federation of Australia
- COTA Australia
- Department of Finance (Australian Government)
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- ISACA (Australia)
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- IT Service Management Forum (Australia)
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Preface

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee IT-030, ICT Governance and Management.

The objective of this Standard is to specify requirements and provides guidance for certification bodies providing audit and certification of an SMS in accordance with AS/NZS ISO/IEC 20000.1. This Standard does not change the requirements specified in AS/NZS ISO/IEC 20000.1.

This Standard can also be used by accreditation bodies for accreditation of certification bodies. A certification body providing SMS certification is expected to be able to demonstrate fulfilment of the requirements specified in this Standard, in addition to the requirements in AS/NZS ISO/IEC 17021.1.

This Standard is identical with, and has been reproduced from, ISO/IEC 20000-6:2017, *Information technology — Service management — Part 6: Requirements for bodies providing audit and certification of service management systems*.

As this document has been reproduced from an International Standard, a full point substitutes for a comma when referring to a decimal marker.

Australian or Australian/New Zealand Standards that are identical adoptions of international normative references may be used interchangeably. Refer to the online catalogue for information on specific Standards.

The terms “normative” and “informative” are used in Standards to define the application of the appendices or annexes to which they apply. A “normative” appendix or annex is an integral part of a Standard, whereas an “informative” appendix or annex is only for information and guidance.

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/IEC JTC 1, *Information technology*, subcommittee, SC 40, *IT Service Management and IT Governance*.

A list of all parts in the ISO/IEC 20000 series can be found on the ISO website.

Introduction

This document is for use by certification bodies for auditing and certifying a service management system (SMS) in accordance with ISO/IEC 20000-1. It can also be used by accreditation bodies when assessing certification bodies. It is intended to be used in conjunction with ISO/IEC 17021-1, which sets out criteria for certification bodies providing audit and certification of management systems. This document provides requirements additional to those in ISO/IEC 17021-1.

Correct application of this document will enable certification bodies to harmonize their application of ISO/IEC 17021-1 for assessments against ISO/IEC 20000-1. It will also enable accreditation bodies to harmonize their application of the standards they use to assess certification bodies.

This document follows the structure of ISO/IEC 17021-1, as far as possible. The requirements additional to those in ISO/IEC 17021-1 are shown as subclauses numbered “SMxxx”.

ISO/IEC 17021-1 and this document use the term “client” for the organization seeking certification.

Australian/New Zealand Standard

Information technology — Service management

Part 6: Requirements for bodies providing audit and certification of service management systems

1 Scope

This document specifies requirements and provides guidance for certification bodies providing audit and certification of an SMS in accordance with ISO/IEC 20000-1. It does not change the requirements specified in ISO/IEC 20000-1. This document can also be used by accreditation bodies for accreditation of certification bodies.

A certification body providing SMS certification is expected to be able to demonstrate fulfilment of the requirements specified in this document, in addition to the requirements in ISO/IEC 17021-1.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 17021-1:2015, *Conformity assessment — Requirements for bodies providing audit and certification of management systems — Part 1: Requirements*

ISO/IEC 20000-1, *Information technology — Service management — Part 1: Service management system requirements*

ISO/IEC TR 20000-10, *Information technology — Service management — Part 10: Concepts and terminology*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17021-1 and ISO/IEC TR 20000-10 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

4 Principles

For the purposes of this document, the principles in ISO/IEC 17021-1:2015, Clause 4 apply.

5 General requirements

5.1 Legal and contractual matters

The requirements in ISO/IEC 17021-1:2015, 5.1 apply.

5.2 Management of impartiality

The requirements in ISO/IEC 17021-1:2015, 5.2 apply. In addition, the following requirements and guidance apply.