

Technical Bulletin – ISO/IEC 20000-6:2017 Transition Arrangements

29 August 2017

This technical bulletin concerns the transition between IAF MD18 and ISO/IEC 20000-6.

UKAS ISO/IEC 17021-1 accredited Certification Bodies for IT Service Management Systems will be aware that our assessments have included the criteria documented in IAF MD18: *Application of ISO/IEC 17021:2011 in the Service Management Sector (ISO/IEC 20000-1)*. More recently ISO has been working on bringing these additional criteria into the standardisation structure, which culminated in the publication of ISO/IEC 20000-6 on 6th June 2017. This is a new Level 4 standard (as designated within the IAF MLA) that will replace IAF MD18 for the accredited certification of Service Management Systems (formerly referred to as ITSMS).

It has been agreed by the International Accreditation Forum (IAF) that the transition period will be 2 years. This means that all Service Management Systems Certification Bodies (SMS CBs) will need to have successfully transferred to the new standard within 2 years from the publication date, i.e. by 31st May 2019.

Transition Assessment

All UKAS assessments of existing SMS CBs will include implementation of the criteria within the new standard from 1st December 2017 until 30th November 2018: This will be undertaken as part of the scheduled annual visit.

For new applicants, all assessments from 1st December 2017 will include ISO/IEC 20000-6. For any applications received before the above date, the use of either IAF MD18 or ISO/IEC 20000-6 will be discussed and agreed on a case by case basis, depending on the date of application, timing of the assessment activities, and needs of the applicant. However, for any new accreditation based on IAF MD18, transition will be required at the first surveillance after grant but prior to the 30th November 2018.

Existing accredited SMS CBs will be required to provide UKAS with a completed gap analysis at least 6 weeks prior to the assessment (a standard format will be provided by UKAS in due course). This information will be used to help plan the content of the transition assessment. Any areas where the new standard is not being met will be raised as mandatory findings. Corrective actions for any mandatory findings will need to be verified and closed out before a final decision on transition of accreditation for SMS certification can be granted.

CBs shall not be required to make a formal application to UKAS for this transition.

Accreditation Decision and Grant

All transition assessments shall require an independent decision to be made, based upon the recommendation of the assessment team, in order to confirm that accreditation can be transitioned to include ISO/IEC 20000-6. Actual transfer of accreditation cannot take place until all mandatory findings (relating to this transition) have been addressed to the satisfaction of the UKAS assessment team, and a final UKAS decision has been made.

Please note that accreditation for SMS certification including IAF MD18 will remain valid for each CB until either its transition is achieved, or until the transition deadline. Any CB that fails to demonstrate compliance with the criteria contained within ISO/IEC 20000-6 and had its transition granted by the deadline will have its accreditation for this activity withdrawn.

Should you require any clarification to the above please contact your Assessment Manager, or Kevin Belson: Technical Manager – kevin.belson@ukas.com