

Technical Bulletin - ISO/IEC 20000-1 Update



26 April 2019

This Technical Bulletin is to clarify two issues regarding ISO/IEC 20000-1: Information Technology – Service Management – Part 1: Service Management Systems Requirements.

Transition Timescales

UKAS has previously stated a 2-year transition period for transitions to ISO/IEC 20000-1: 2018, this was determined by UKAS at the time of the standard issue prior to the issuance of an IAF resolution. At the IAF Technical Committee meeting in October 2018 a Resolution was adopted (2018-14) stating that the transition period would be **3 years, ending 30th September 2021**. This information now replaces the previous transition period determined by UKAS.

Scope of Standard

At the IAF Technical Committee meeting in October 2018, it was clarified that ISO/IEC 20000-1 is for **IT Service** management systems, and not for other types of services.

This means the standard can be applied to IT Services within any type of organisation.

Therefore, UKAS accredited certificates covering ISO/IEC 20000-1 can only be applied as stated above. Other types of service would need to be accredited through another route using ISO/IEC 17065 or another ISO/IEC 17021-1 related management system.

For any queries on this matter, CBs should firstly contact their Assessment manager, or alternatively Kevin Belson: Technical Manager - Kevin.Belson@ukas.com