

A man with a beard, wearing a blue sweater over a light blue collared shirt, is shown in profile, looking down at a laptop he is holding. He is standing in a server room, with rows of server racks visible in the background. The racks are filled with blue and white lights. The overall lighting is dim, with the primary light source being the screens and indicator lights of the server equipment.

Certification Process

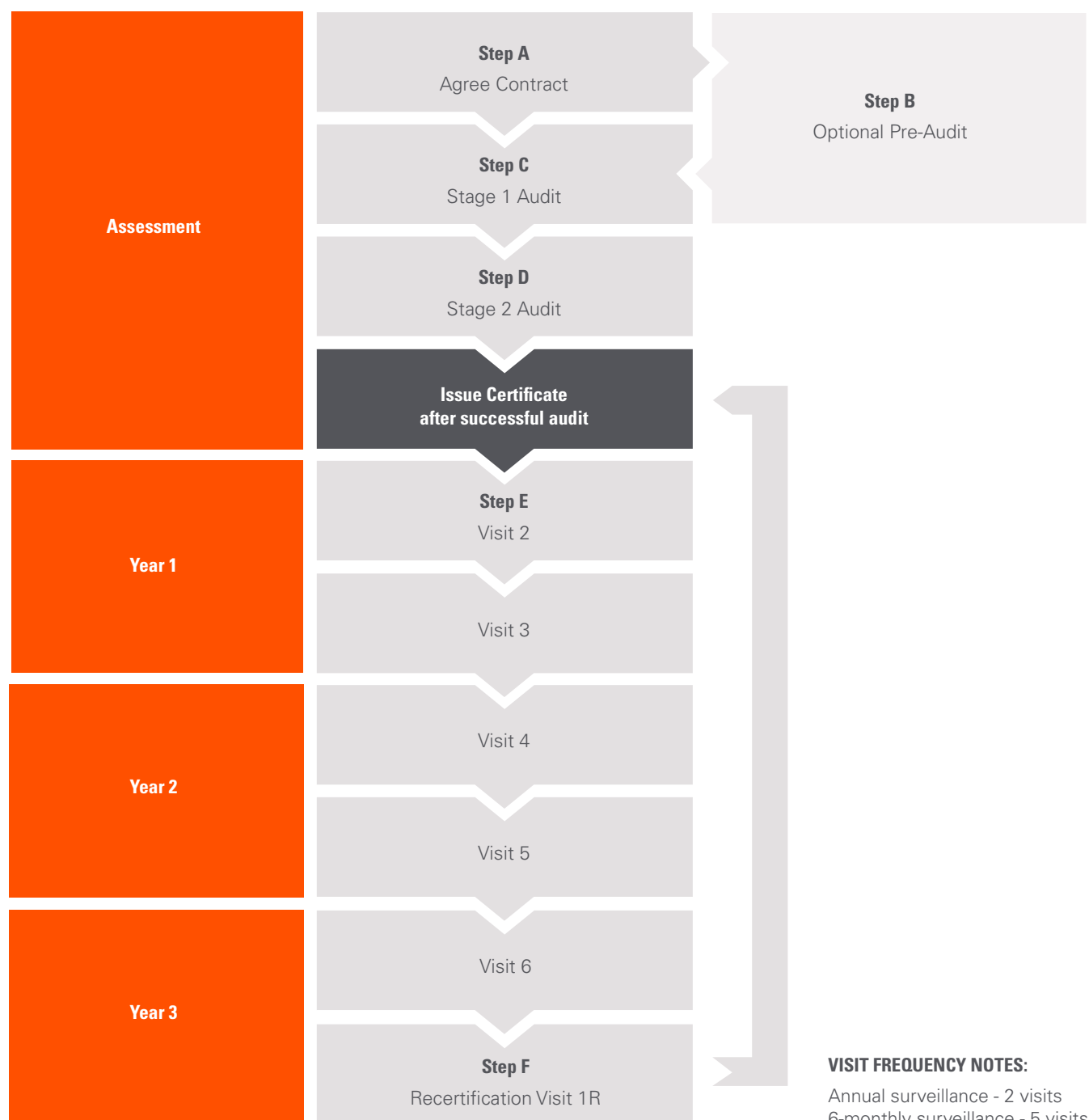
ISO/IEC 20000-1
IT SERVICE MANAGEMENT

SGS

Accreditation and approval status

APMG (APM Group) International owns and operates the ISO 20000 certification scheme.

SGS are APMG International Accredited for ISO/IEC 20000-1. On preparation of the proposal we have identified that you fall within our scope of accreditation. This means you are entitled to use both the SGS and APMG International logos on the completion of a successful audit.



STEP A

ACCEPTING THE SGS CONTRACT AND WHAT YOU NEED TO SEND US

A proposal is submitted by SGS for consideration. We are happy to arrange a visit or discussion with a client manager or an auditor to outline the process and discuss your requirements. This proposal is valid for 60 days. Once the 60 days end, we will review the scope of your contract again and issue a new quote if necessary.

Application: To apply for registration the application form must be completed, signed and returned to your sales executive before work can commence. Your application will be processed and one of our registered lead auditors will contact you to arrange the next steps of the audit process.

STEP B

PRE-AUDIT (AT YOUR REQUEST)

This activity is conducted at your request should you feel a pre-audit would be beneficial. The pre-audit process is designed to ensure you are ready to proceed to the next stage of certification. The process is designed to ensure that you have considered all of the requirements of ISO/IEC 20000-1.

This stage also allows us to plan competent and sufficient resources for the main assessment, and to prepare working documents and audit plans. It also allows us to provide immediate focused feedback before you progress to the next stage.

STEP C

STAGE I AUDIT – PREPAREDNESS REVIEW

This activity is normally conducted at your site once we have received your application. The audit process includes an appraisal of your IT Service Management System documentation and intended scope of certification, including processes and locations, related statutory and regulatory aspects and compliance. This stage will also include;

- an evaluation of your location and site specific conditions, and discussions with you to determine the preparedness for the stage II audit;
- a review of your status and understanding regarding the requirements of the standard, in particular with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system;
- a review to ensure that internal audits and management review are being planned and performed, and that the level of implementation of the management system substantiates that you are ready for the stage II audit.

In addition to the to the documented information determined as being necessary for the effectiveness of the SMS, the Service Management Plan, the Service Level Agreement (SLA) & the Service Catalog (if available) are also reviewed to obtain a general understanding of your services.

This is to determine compliance with the Standard and also to prepare allocation of resources and working documentation for the Stage II audit.

You will receive a Stage I audit report outlining any shortfalls to enable immediate action prior to moving forward through the process. An audit plan for the on-site audit will also be forwarded to you at this stage.

STEP D

STAGE II AUDIT – ASSESSMENT PROCESS: ON-SITE AUDIT

This stage is usually conducted several weeks after the Stage I activity to ensure that you have time to implement any of our findings. We are led by the outcome of the stage I audit in relation to the amount of time between these stages; however, planning the required dates into the schedule is crucial.

The on-site audit determines compliance against your documented system and ISO/IEC 20000-1.

All assessment conclusions are based on sampling of audit evidence, to demonstrate effective implementation of the management system, control over the processes and progress made towards achieving your stated quality objectives.

At SGS our audit approach is designed to contribute value to the process and also ensure that your management system is achieving your goals. On conclusion of the audit the auditor will make a recommendation dependent on findings. This recommendation will reflect the level of findings identified during the audit.

Audit Findings: If a major non-conformance is identified and is caused through a significant breakdown of system control, the certification decision will be deferred until corrective action has been taken. Minor non-conformance will not prevent recommendation for registration but may delay it, as planned action must be submitted to and reviewed by SGS, prior to the certification decision taking place. It is therefore recommended that, where possible, this is presented to the auditor at the closing meeting. Verification and closure of minor non-conformances will take place at the next routine surveillance visit. Observations are opportunities for continuous improvement or best practice.

Reporting/Certificate issue: At the end of the Stage II Audit the auditor will make their recommendation

on site and talk through the findings. This will include confirmation of the recommended scope following assessment. The report is then submitted to an independent decision authority.

Once the certification decision has been made, the certificate is processed and made available to you. You will also receive an email with a user name and password to access your Certified Client Portal, giving you access to a digital copy of your certificate, the marks pack including different image formats and the rules for use, and a copy of your audit report. SGS can support you in the form of a certificate presentation and providing a quote for your press release should this be required.



Example of logos

STEP E

ONGOING MAINTENANCE: SURVEILLANCE VISITS

Once issued certificates are only valid subject to satisfactory maintenance of your system. Ongoing audits (surveillance visits) are conducted normally annually to verify continued implementation of your management system in accordance with “planned arrangements” and the requirements within the standard. Should you require anything different please contact SGS. The first surveillance must be conducted within 12 months of the end of the Stage II audit. Certain mandatory elements will be reviewed at every visit together with other preselected processes. We will work with you to identify areas that are not conforming to support opportunities for improvement. An audit plan will be forwarded in advance of the agreed audit date.

STEP F

TRIENNIAL RE-CERTIFICATION

SGS operates a system of continuous certification. As part of this programme it is not necessary to conduct a complete assessment. Rather, we conduct a recertification visit which is more in-depth than a surveillance visit and will ensure that we review all aspects of your system. The recertification audit must be carried out and major non-conformances closed prior to the expiry of your current certificate. The recertification audit is the first visit of your new certification cycle.

PAYMENT TERMS

We will send you an invoice for the fees when we have carried out each stage. Once you receive an invoice, you must pay it within 30 days after the date of invoice (no matter what your company's payment terms) unless we agree otherwise in writing. If you require a purchase order it is your responsibility to ensure this is supplied to SGS, either prior to the date of audit on the booking confirmation letter, or given to the auditor during the on-site visit.

CHANGES TO SCOPE

In the event of any developments that will alter your certification, e.g. site or scope additions, reductions, mergers or acquisitions, it is important you inform us at your earliest convenience.

Changes to scope can be covered at any time in the process. A revised contract would be issued in advance. The scheduling can take place at the same time as a surveillance/recertification visit, which is the most cost-effective method, or can be carried out between visits depending on your requirements and instructions. As this is personal to your individual business needs, it is anticipated this would need to be discussed between SGS and you, the client.

SWITCH OF CERTIFICATION

If you have a current certification assessed by an accredited certification body, and this certification is up to date and in good standing, you can switch to SGS at any time in the process. We will conduct a review of your current certification and in order for us to do this you will need to send us a copy of your current certificate, previous visit reports, including the status of any outstanding corrective actions and the date of your last visit. Following the review we will provide you with a proposal to take over this certification. Once you have accepted our proposal and dates have been arranged, we simply take over the next visit.

The process for reporting and certificate issue is the same as outlined above in Step D.





ABOUT SGS

SGS are the world's leading inspection, verification, testing and Certification Company. SGS is recognised as the global benchmark for quality and integrity.

With more than 89,000 employees, SGS operates a network of over 2,600 offices and laboratories around the world.

We offer the following main services:

- **Customised Audit Solutions** – our diverse skills and experiences help organisations to exploit established management systems, by working in partnership to optimise efficiency and effectiveness, finding practical solutions to challenges related to: best practices in organisational operation, process efficiency and improvement, supply chain management, and Sourcing & Procurement.
- **Inspection services** – we inspect and check the quantity, weight and quality of traded goods. Inspection usually takes place when goods are moved from one type of transport to another.
- **Testing services** – we test quality and performance of products against various health, safety and regulatory standards. We use state-of-the-art laboratories on or close to customers' premises.
- **Certification services** – we confirm that systems or services meet the standards set by governments, standardisation bodies (for example, ISO 9001) or our customers' products. We also develop our own standards to meet our clients' needs. SGS as an accredited certification body can provide confidence to clients that professional, experienced auditors are used and standards are consistently applied.

- **Verification services** – SGS verification services ensure that products and services comply with global standards and local regulations. Combining global coverage with local knowledge, unrivalled experience and expertise in virtually every industry, SGS covers the entire supply chain from raw materials to final consumption.

In the UK, SGS employs over 1,800 staff based in over 30 regional offices. Our certification section provides independent certification and audits to a range of standards, including:

- Quality Management Systems (ISO 9001);
- Environmental Management (ISO 14001);
- Risk Management, IT Certification (ISO 20000);
- Information Security Management (ISO 27001, ISO 27701, BS10002, ISO 27017, ISO 27018);
- Business Continuity Management System (ISO 22301)
- Energy Management Systems (ISO 50001)
- Asset Management Management Systems (ISO 55001)
- Customer Service Excellence;
- Occupational Health and Safety (ISO 45001)
- EC Directives (CE Mark) and other regulations;
- UKCA Mark for Medical, PPE and CPR
- Medical Device Certification (ISO 13485 and MDSAP);
- British Retail Consortium Global Standards;
- Food Safety Management Systems (ISO 22000);
- Aerospace

For more information on any of our services visit

www.sgs.co.uk/certification



WWW.SGS.CO.UK

WHEN YOU NEED TO BE SURE

SGS