Rules for the certification of IT (Information Technology) Service Management Systems

Effective from 1 July 2010

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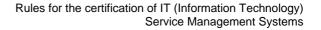fax +39 010 5351000
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Technical Rules

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CHAPTER 1
GENERAL

1.1

The present Rules define the additional, and not substitutive, procedures applied by RINA for the certification of IT Service Management Systems, in comparison with what is already defined in the:

Rules for the Certification of Management Systems

The points of these Rules refer (and keep the same numbering) to the corresponding points of the Rules for the Certification of Management Systems for which changes or integrations have been made.

1.2

Change to the General Rules:

"RINA issues the certification according to the requirements of the rules "itSMF Scheme for Bodies Operating Certification/Registration including scoping guidelines information (itSMF 15/015) Vers. 1.0" to Organisations whose Management System . . . . . "

1.6

Change to the General Rules:

"The body guaranteeing the certificates issued by RINA is the itSMF (information Technology Service Management Forum). It may require . . . . . "

1.7

Change to the General Rules:

"The terminology used in these Rules is indicated in the ISO/IEC 20000-1:2005 and CEI EN ISO/IEC 17000:2005 standards."

CHAPTER 2
REFERENCE STANDARD / CERTIFICATION REQUIREMENTS

2.1

Change to the General Rules:

" . . . . . as well as any additional elements foreseen by the itSMF in their reference documents"

2.2.2

The drawing up of a Manual is optional.

CHAPTER 3
INITIAL CERTIFICATION

3.1

Integration to the General Rules:

"......

In particular, the Organisation must inform RINA:

- if their IT Service Management System includes documentation (procedures, records, etc.) classified as "confidential" and/or in any case not available for certification purposes. RINA will then assess whether the conditions are right to continue the certification process;

. . . . . "

3.2

Integration to the General Rules:

"Together with or following the certification request, the Organisation is to submit the following documents to RINA:

- documents, procedures and records required by the Standard;
- procedures and records adopted by the Organisation;
- IT Service Management System policies (objectives, principles for action);
- catalogue of IT services;
- effective control measures (including a description of the measurement method);
- network architecture and IT systems architecture.

. . . . . "

The drawing up of a Manual is optional.

3.3

Integration to the General Rules:

" The stage 1 audit is to be performed:

. . . . .

- to collect the necessary information regarding the scope of the IT Service Management System to assess admissibility and suitability for certification;
- to get an idea of the applicability of all the processes covered by the Standard;

. . . . ."

3.4

Change to the General Rules:

"· · · · ·

The Stage 2 audit is performed by qualified RINA technical personnel, on the basis of the stage 1 audit report, the documents prepared by the Organisation and those indicated in paragraph 3.2"

3.7

Change to the General Rules:

"After the satisfactory completion of the evaluation and validation by the relative RINA committee and by itSMF, a Certificate of Conformity of the IT Service Management System, valid for three years, will be issued · · · · · "

CHAPTER 4
MAITENANCE OF CERTIFICATION

4.4

Change to the General Rules:

"· · · · · contained in the reference standard according to which the Management System was certified, taking into account the documents of point 3.2 · · · · ·"

CHAPTER 6
MANAGEMENT OF CERTIFICATES OF CONFORMITY

6.3

Integration to the General Rules:

"· · · · ·

RINA provides the itSMF with the information concerning the Organisation needed to publish the certificate on the itSMF ISO/IEC 20000 web site (www.isoiec20000certification.com). Acceptance of these Rules authorises RINA to give this information concerning the Organisation to the itSMF."

CHAPTER 8
SPECIAL PROCEDURES FOR MULTI-SITE ORGANISATIONS

8.1

Integration to the General Rules:

"· · · · ·

The Organisation must also demonstrate that the head office has established a management system in compliance with the reference standard and that the entire Organisation meets its requirements. Furthermore, it must provide mapping at the sites of the responsibilities for performing the IT service management processes included in the Standard, so as to allow verification of conformity of all the said processes.

In particular, at least the following activities are to be managed by the head office of the Organisation:

. . . . .

- review of the IT services catalogue;

. . . . . "

CHAPTER 9
TRANSFER OF ACCREDITED CERTIFICATES

9.1

Change to the General Rules:

"If an Organisation with a valid certificate issued by another IT Service Management System Certification Body, recognized by the itSMF, intends to transfer its certificate to RINA, it must send RINA the "Informative Questionnaire" as per point 3.1, giving its reasons for requesting transfer. If the above certificate has been issued by a Certification Body accredited in relation to the IAF MLA mutual recognition agreement, but not registered with the itSMF, RINA will decide on a case by case basis whether the conditions for transfer exist.

If the Organisation accepts the economic offer, it must send RINA the "Certification Request" and enclose the following documents:

- a copy of the valid certificate issued by the itSMF;

- the catalogue of IT services."

. . . . . "

CHAPTER 10
SUSPENSION, REINSTATEMENT AND WITHDRAWAL OF CERTIFICATION

10.1

Integration to the General Rules:

". . . . .

Suspension of the validity of the certificate is made public by RINA directly on the website www.rina.org as indicated in point 6.3 and communicated to the itSMF."

10.2

Integration to the General Rules:

" . . . . .

It is notified to the Organisation in writing and made public by RINA on its website www.rina.org as established in point 6.3 and communicated to the itSMF."

10.3

Integration to the General Rules:

" . . . . .

Withdrawal of the Certificate of Conformity is notified to the Organisation in writing and made public by RINA as indicated in point 6.3 and communicated to the itSMF.

. . . . . "

CHAPTER 11
RENUNCIATION OF CERTIFICATION

Integration to the General RuleS:

" . . . . .

Generally speaking, within one month from the date of the communication, RINA updates the validity status of the certificate and informs the itSMF."

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