

საქართველოს სტანდარტი

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3 პირველად

4 რეგისტრირებულია: სსიპ-საქართველოს სტანდარტებისა და მეტროლოგიის ეროვნული სააგენტოს რეესტრში: 21/12/2022 წლის №268-1.3-028367

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**Information technology — Service
management —**

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

Technologies de l'information — Gestion des services —

*Partie 6: Exigences pour les organismes procédant à l'audit et à la
certification des systèmes de management de la gestion des services*





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საინფორმაციო ნაწილი. სრული ტექსტის საწარმოო შეიქმნეთ სტანდარტი.

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).

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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.

საინფორმაციო ნაწილი. სრული ტექსტის სანახავად შეიძინეთ სტანდარტი.