NATIONAL ACCREDITATION BOARD FOR CERTIFICATION BODIES (NABCB)

Quality Council of India (QCI), 2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; E-mail: nabcb@qcin.org; Web: www.nabcb.qci.org.in;

Accreditation Criteria For

Information Technology Service Management System

BCB 145 – Dec 2023

NATIONAL ACCREDITATION BOARD FOR CERTIFICATION BODIES (NABCB)

Quality Council of India (QCI), 2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; E-mail: nabcb@qcin.org; Web: www.nabcb.qci.org.in;

Contents

NATIONAL ACCREDITATION BOARD FOR CERTIFICATION BODIES (NABCB)

Quality Council of India (QCI), 2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; E-mail: nabcb@qcin.org; Web: www.nabcb.qci.org.in;

0.0   Foreword

The Government of India and the Indian Industry came together to establish the accreditation system in response to the need of the industry and the certification bodies of Management Systems (QMS, EMS, OHSMS, EnMS, ITSMS and other Management Systems) who were largely dependent on the accreditation systems of Europe and US.

A Council with representation from Government, Industry, Certification Bodies, Non-Government Organizations (NGO), etc. was formed and named as **Quality Council of India (QCI)**. This Council was entrusted with the task of establishing the accreditation system in India. A **National Accreditation Board for Certification Bodies (NABCB)** was established to implement the accreditation of the Certification Bodies.

The NABCB has already published Accreditation Criteria for QMS, EMS, FSMS, Inspection and Product Certification Bodies.   This document sets out the Accreditation criteria for Certification Bodies providing certification for '**Information Technology Service Management System'** based on ISO/IEC 20000-1:2018 Information Technology-Service Management System standard or any other standard meeting the requirements of the NABCB Policy on recognition of standards under accreditation schemes for certification.

1.0   Scope:

This document specifies the requirements that a third party certification body (CB) operating an Information Technology Service Management System (ITSMS) Certification Programme shall meet if it is to be recognized by the Board as competent and reliable in the operation of ITSMS Certification.

2.0   Criteria

The Certification Bodies seeking accreditation for Information Technology Service Management System Certification shall comply with the requirements specified in   **ISO/IEC 17021-1:2015, "Conformity assessment — Requirements for bodies providing audit and certification of management systems**"

3.0   Adoption of IAF/APAC documents

The Board shall adopt any IAF/APAC Mandatory Document on ITSMS including application of ISO/IEC 20000-1:2018 as part of the NABCB criteria, whenever it is brought out. In the meantime, if any further clarifications beyond ISO/IEC 17021-1:2015 or ISO/IEC 20000-6:2017 are required, the same will be issued by the Board on a case to case basis.

4.0   Scopes of Accreditation

The Board has decided not to specify any scope sectors for accreditation for this programme.

NATIONAL ACCREDITATION BOARD FOR CERTIFICATION BODIES (NABCB)
Quality Council of India (QCI), 2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; E-mail: nabcb@qcin.org; Web: www.nabcb.qci.org.in;

5.0 Certification Body (CB) Competence:

5.1 Accreditation by NABCB signifies that the certification body is competent to offer ISO/IEC 20000-1:2018 certification in specific technical areas. The CB would be expected to identify the technical areas for which it seeks accreditation and clearly demonstrate that it has the competence to offer certification in these areas.

The CB shall determine the competence needed for each function and the technical areas for which it seeks accreditation in accordance with the criteria document ISO/IEC 17021-1:2015

5.2 The CB shall have a procedure for initial qualification and subsequent monitoring of its auditors and experts based on ISO/IEC 17021-1:2015 and ISO/IEC 20000-6:2017. The CB shall establish procedures for qualifying an auditor / expert for a specific technical area

6.0 Time of the Audits undertaken by the Certification Body

The Board has adopted ISO/IEC 20000-6:2017 on the audit time calculation that are normally required for audits to verify compliance to ISO/IEC 20000-1:2018 standard.

The Certification body shall have procedures to determine the audit man days required for audit for initial assessment, surveillance and reassessment. The procedure shall also include the policies for estimation of audit duration for multisite /organizations and transfer of certificates, as needed.

Note: For undated references, the latest edition of the referenced document (including any amendments) applies

NATIONAL ACCREDITATION BOARD FOR CERTIFICATION BODIES (NABCB)

Quality Council of India (QCI), 2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi – 110002
Phone: +91-11-2337 8056 / 57; Fax: +91-11-2337 8678; E-mail: nabcb@qcin.org; Web: www.nabcb.qci.org.in;

Amendment Record

Date	Auth. by	Description of Amendment
Mar 2019	CEO	ISO/IEC 20000-6:2017 requirements and PAC is replaced by APAC
Dec 2023	CEO	Minor edits based on internal review