



ITSMS International Recognition Opportunity

ISO/IEC 20000-1 Certification,
Your Third Party Recognition

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Agenda

- About SIRIM QAS International Sdn. Bhd.
- Why us?
- Benefits of ISO/IEC 20000-1 Certification?
- What is the Certification Process?
- What are the Challenges during the process of Certification?
- Key Message

About SIRIM QAS International Sdn. Bhd.

- Malaysia's leading certification, inspection and testing body. We offer value added services to customers, both locally and internationally, in an impartial, competent and efficient manner.
- Began operations in March 1997. Took over the certification & testing services provided by SIRIM since 1970s
- Our credible certification services comply with internationally recognized standards. Testimony of this is the accreditations and recognitions by:-
 - Acceptance as **IQNet Partner**
 - Accreditation by **UKAS**
 - Accreditation by **DSM**
 - Recognition by **IATF**



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MS ISO/IEC 17025
SAMM 085 SAMM 240
SAMM 086 SAMM 299
SAMM 087 SAMM 359
SAMM 219 SAMM 377
SAMM 231



MS ISO/IEC GUIDE 62:1999 QS 02121999 CB 01
MS ISO/IEC GUIDE 66:2000 EMS 17122002 CB 02
MS ISO/IEC GUIDE 65:2000 PC 05102004 CB 01
MS ISO/IEC GUIDE 62:1999 OSH 06122005 CB 01

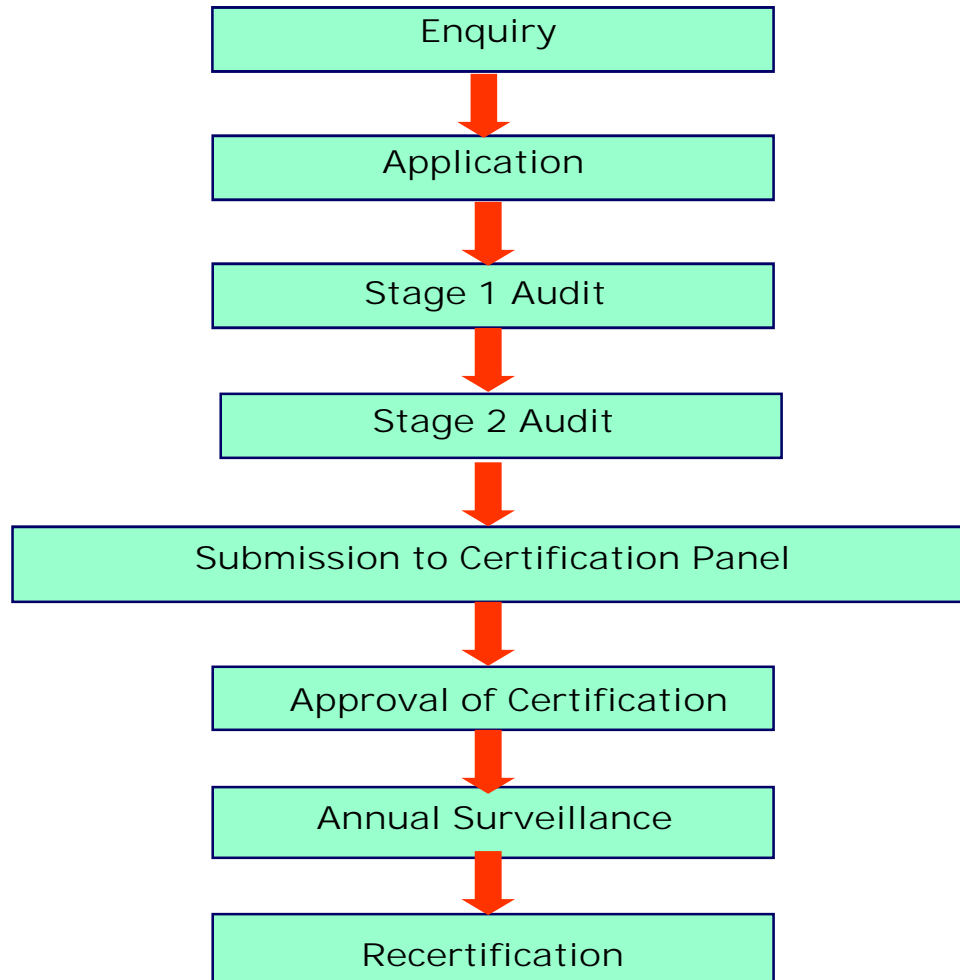
Why SIRIM QAS International?

- SIRIM QAS International is a **Registered Certification Body** with IT Service Management Forum (*itSMF*), the organisation which manages the ISO/IEC 20000 Certification Scheme.
- With our large pool of highly experienced and professional auditors, who are competent in a **wide range of product sectors**, we are able to provide organisations with **value added auditing** and certification services.
- Through collaboration with our partners in the International Certification Network, IQNet, we are able to provide certification **services globally**. Recognition and acceptance of our certificates around the world has also been greatly enhanced through this collaboration.
- SIRIM QAS International offers the option of **combined audits** of two or more management systems (such as Quality Management System ISO 9001, Information Security Management System ISO/IEC 27001 and IT Service Management System) with the objective of freeing personnel of certified organisations from being involved in too many separate audits.
- **Multi-skilled auditors** would enable **combined audit on an integrated management system**. i.e. assessing processes and system from multiple standards standpoint.

Benefits of ISO/IEC 20000-1 Certification

- Make company **more efficient** and **increase competitive edge** through a **third party recognition** that an organisation complied with the ISO/IEC 20000-1 standard, also option to be listed in the *itSMF's* ISO/IEC 20000 Certification Website
- **Reproducible results** through **defined processes** to achieve planned results
- Drive forward **improvement** process through **structured improvement initiatives**
- Ensuring **management commitment** via **periodic visit by third party** certification auditors
- **Improved trust** from customer due to the 3rd party continuous assessment.
- **People involvement** throughout the organization via ongoing internal communication and inculcation of the service improvement

How to Get Your Organisation Certified?



Enquiry

- Submit Questionnaire
- Information required includes :
 - Scope of Certification sought
 - Size of organisation (no. of employees, etc.)
 - Sites to be covered
 - Activities/ business processes involved
 - Type of information systems
 - Declaration that the organization has **management control** over all **13 processes** required by the standard

Quotation & Application

- Quotation prepared on receipt of Questionnaire
- No. of auditor-days for audit is based on Guidelines specified in Accreditation standard
- Duration of assessment dependent very much on activities to be covered
- Submit application form with application fee if quotation is acceptable
- Certification process begins upon receipt of application

Stage 1 Audit – Framework & Readiness Assessment

- To gain understanding of the IT Service Management System
- Provide focus for planning of Stage 2 Audit
- Internal Audit & Management Review to be conducted prior to Stage 1 Audit
- Review documentations as required by the standard(s)
- Audit findings reported at the end of the audit, highlighting deficiencies
- Deficiencies to be resolved before proceeding with Stage 2 Audit
- 6 months validity of report
 - unable to proceed with Stage 2 beyond 6 month, SIRIM QAS International reserves the right to conduct new Stage 1 Audit prior to proceeding to Stage 2 Audit.

Stage 2 Audit – Implementation Assessment

- To confirm that the organization adheres to its own policies, objectives & procedures
- To confirm that the IT Service Management System conforms with standard's requirements
- Detailed audit plan sent to client prior to audit – what activities will be audited, when and by whom
- Auditors review records, interview personnel and generally observe operations & implementation of processes
- Report presented to client at the end of audit
- All non-conformances have to be responded to and closed out before recommendation is progressed further
- Certification will be recommended after satisfactory close out of non-conformities

Approval of Certification

- Report and recommendation by audit team is reviewed
- Recommendation presented to Certification Panel (internal committee) for approval
- Certification Panel meets every week
- Applicant notified of approval after meeting
- Consent for publishing certification details on the ISO/IEC 20000 Certification Website
- Certificate sent to client upon payment of relevant fees
- Registration of certificate to *itSMF*
- Depending on consent for publishing, details will be published on the *itSMF*'s ISO/IEC 20000 Certification Website at <http://www.ISOIEC20000certification.com>

Annual Surveillance

- Minimum one surveillance audit per year required
- Duration based on Guidelines
- Carried out to verify that system is maintained satisfactorily
- Coverage includes:
 - Corrective Action, Preventive Action (identification of risk to IT Service Management), Internal Audit, Management Responsibility (management review results & action), Progress towards continuous improvement
- ITSMS specific elements
 - New or changed services, Customer complaints

Recertification

- Carried out every third year
- Complete system audit to ensure that the system as a whole is implemented satisfactorily
- Duration longer than normal surveillance
- Renewal of certification only if all non-conformances are closed out

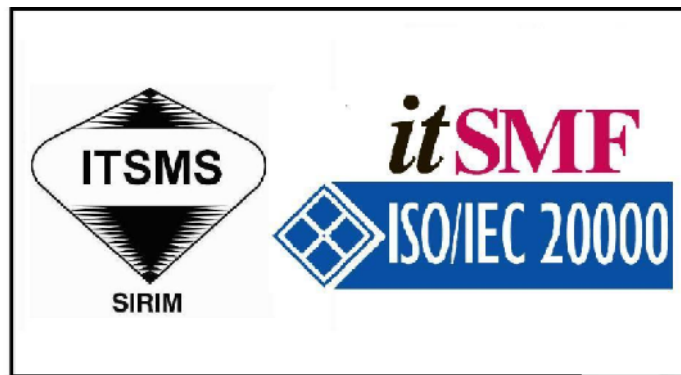
What are the Challenges during the process of Certification?

- Preparation of the management system is a 'One Off' exercise.
- The organization establishes the management system as a process (decentralised) and not a function.
- Inter related processes did not 'talk' to each other well due to different department.
- Set of processes established could not be linked with the goals and mission of organization.
- The responsibility to manage the management system lies to a single person.
- Hard skills are normally good, but soft skills need more attention.
- 'what is not measured, not managed'.. an appropriate measurement is needed to reflect performance of processes and deliverables.

....at SIRIM QAS International Sdn. Bhd.

- We're not only giving you certificates, but we give you value through the conformity assessment that we do
- We're not only seeking organization's compliance to the ISO/IEC 20000-1, but we would like to see how does the established management system capable to meet the organization goals and aspirations
- We anticipate a system that matures, not at a stagnant & stale management system

So through our assessment, we shall lead you to that result.



CERTIFIED TO ISO/IEC 20000-1: 2005
CERT. NO. : XXXXXX